



Data source: [GGUS report generator](#)  
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 Documentation: [Quality of Support target description](#)

GGUS SU	Core Service/Activity	QoS level		Operations tools Quality of Support report									
				2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
APEL client & Accounting Repository	Accounting repositories and portal	Medium	less urgent	0.75		0.8	0.2			5.03		4.31	
			urgent	0.68	0.18	0.95	1.83		0.08	1.92	2.34	3.98	1.73
			very urgent		0		0			7.01	2.9	1.11	0.69
			top priority				1						
Accounting Portal	Accounting repositories and portal	Medium	less urgent	0.42		3.29			0.47	0.92	0.09	0.22	
			urgent	0.03	0.01		0.35			2.8		0.55	1.47
			very urgent			2.93			0.46		0.43		1.34
			top priority	0	0.11								
Virtual Appliance Catalogue (AppDB)	Application DB - virtual appliances and applications library	Medium	less urgent			4.96	0.14	0.4			2.45		
			urgent							0.28			
			very urgent										
			top priority										
Check-in (AAI)	Services for AAI - CheckIn, PERUN, Catch-all	Medium	less urgent	0.18	0.15	0.15	0.4	0.09	0.13	0.12	0.34	0.51	0.16
			urgent	0.17	0.2	0.07	0.17	0.18	0.09	0.06	0.38	0.01	0.12
			very urgent		0.03	0.03				0.02		0.14	
			top priority	0.01									
Collaboration tools	Collaboration tools	Medium	less urgent	5.19		0.64			0.11		0.81		0
			urgent										
			very urgent										
			top priority								0.05		0.15
Dynamic DNS	Dynamic DNS	Medium	less urgent										
			urgent										
			very urgent										
			top priority										
Software and Data Distribution (CVMFS)	CVMFS Stratum-0	Medium	less urgent		6.19								
			urgent								0.17		
			very urgent										
			top priority										
Workload Manager	Workload Manager	Medium	less urgent			0.12				0.02		0.26	
			urgent	6.53		0.5		0.5		0.15		0	

(DIRAC)	workload manager	medium	very urgent											
			top priority	3.56	7.44									
DPM Development	DPM maintenance and support	Medium	less urgent											
			urgent											
			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	9.88	3.02	0.48	0.26							
			urgent	12.15		1.83	1.54	55.46	0.91					
			very urgent	0										
			top priority											
Data Transfer	EGI Data Transfer	Medium	less urgent	0	27.74									
			urgent		0.73									
			very urgent	11										
			top priority											
Rucio	Data Management	Medium	less urgent											
			urgent		1	5.09								
			very urgent											
			top priority											
DODAS	DODAS	Medium	less urgent											
			urgent	1.82										
			very urgent											
			top priority											
Helpdesk (GGUS)	Helpdesk (GGUS)	Medium	less urgent	4.53	0.05	0.09	11.02	0.17	0.45	2.06	0.07			
			urgent		0.1		1.8	0	2.48	0.29	0.04			
			very urgent											
			top priority											
DMSU	Helpdesk human support	Medium	less urgent	0.05	0.12	9.76	0	0.34	0.26	0.21	0.19	1.59		
			urgent	1.14	11.73	0.02	1.89	0.46	0.02	0	0.27	0.1		
			very urgent	0.11		0.77	0	0	0.06	0	0.05	0.01		
			top priority		0.21	0	0.19		0.4					
TDM	Helpdesk human	1 working hour	less urgent	0.04	0.05	0.07	0.14	0	0.04	0.1	0.22	0.08	0.07	
			urgent	0.05	0.1	14.61	0.12	0.03	0.06	0.09	0.71	0.17	0.14	



Security Administration	and security tools	Medium	very urgent	0.18											
			top priority												
Configuration and Topology Database (GOCDB)	Service registry (GOCDB)	Medium	less urgent	0.09	0.23	0.25		0.33	0.2	0.32	0.3	0.13	0.05		
			urgent	0.19 0.58 0.08 0.11 0.32 0.2 0.54 0.73											
			very urgent	0.12						0.03					
			top priority	0.34											
EGI Catch-all services	Services for AAI - CheckIn, PERUN, Catch-all	Medium	less urgent												
			urgent												
			very urgent												
			top priority	0.14											
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	113.86						1.22					
			very urgent												
			top priority												
Software Provisioning	UMD software provisioning infrastructure	Medium	less urgent	35.13			17.27			1.9					
			urgent												
			very urgent	0	42										
			top priority												
Software Repository	UMD software provisioning infrastructure	Medium	less urgent	0.16		12									
			urgent	0.35											
			very urgent	7.78			3.28								
			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