

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

Documentation: Quality of Support target description

Accounting Portal Accounting repositories and portal and portal Accounting repositories and portal Accounting Portal Portal Accounting Por									Quality o						
Accounting Repository and portal Medium Repositories and portal Medium Accounting Portal Accounting Portal Accounting Portal Accounting repositories and portal Medium Accounting repositories and portal Medium Accounting repositories and portal Medium Accounting repositories and application DB - virtual Appliance Catalogue (AppDB) Accounting repositories and application DB - virtual Appliance Catalogue (AppDB) Accounting repositories and application DB - virtual Appliance Catalogue (AppDB) Accounting repositories and application DB - virtual Appliance Catalogue (AppDB) Accounting repositories and application DB - virtual Appliance Catalogue (AppDB) Accounting repositories and application DB - virtual Appliance Catalogue (AppDB) Accounting repositories and application Bibrary Accounting repositories and application DB - virtual Appliance Catalogue (AppDB) Accounting repositories and application Bibrary Accounting repositories and application	GGUS SU	Core Service/Activity	QoS level		2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	
Negository and portal Medium East urgent 0 0 7.01 2.9 1.11 0.69	APEL client & Accounting	& Accounting Accounting repositories		less urgent	0.75		0.8	0.2			5.03		4.31		
Accounting Portal Accounting repositories and portal Accounting Portal Accounting repositories and application DB - virtual appliance Catalogue (AppDB) Accounting repositories and applications library Accounting repositories Account			Modium	urgent	0.68	0.18	0.95	1.83		0.08	1.92	2.34 2.9 0.09 0.43 2.45 0.28 0.34 0.38	3.98	1.73	
Accounting Portal Accounting repositories and portal Accounting repositories and portal Application DB - virtual appliances and applications library Check-in (AAI) CheckIn, PERUN, Catchall all Collaboration tools Collaboration tools Dynamic DNS Dynamic DNS Accounting repositories and portal Application BB - virtual appliances and applications library Medium Medium Less urgent 0.42 3.29 0.46 0.45 0.43 1.34 1.34 1.34 1.34 1.34 1.34 1.34 1	Repository	and portal	Mediaiii	very urgent		0		0			7.01	2.9	1.11	0.69	
Accounting Portal and portal and portal and portal Accounting repositories and portal Accounting repositories and portal Application DB - virtual appliance and applications library Application DB - virtual appliances and applications library Application DB - virtual appliances and applications library Appl				top priority				1							
Accounting Portal and portal and portal and portal and portal Application DB - virtual appliances and applications library Virtual Appliance Catalogue (AppDB) Application DB - virtual appliances and applications library Services for AAI - Checkin, PERUN, Catchall Checkin (AAI) Checkin, PERUN, Catchall Collaboration tools Collaboration tools Dynamic DNS Dynamic DNS Dynamic DNS Application DB - virtual Appliance and applications library Medium Less urgent				less urgent	0.42		3.29			0.47	0.92	0.09	0.22		
Very urgent 2,93	Accounting Portal	Accounting repositories	Modium	urgent	0.03	0.01		0.35			2.8		0.55	1.47	
Part	Accounting Portai	and portal	Mediaiii	very urgent			2.93			0.46		0.43		1.34	
Application DB - virtual appliance Catalogue (AppDB) Application Bibrary Application Bibrary Application Bibrary Applications library Applications l				top priority	0	0.11									
Virtual Appliance Catalogue (AppDB) Popularic appliances and applications library Popularic appliances Popula				less urgent			4.96	0.14	0.4			2.45			
Caralogue (AppDB) applications library Services for AAI - Check-in (AAI) Checkin, PERUN, Catch all Urgent 0.18 0.15 0.15 0.4 0.09 0.13 0.12 0.34 0.51 0.16	Virtual Appliance	• •	Madium	urgent								0.28			
Check-in (AAI) CheckIn, PERUN, Catchall Ch	Catalogue (AppDB)	• •	Medium	very urgent											
Check-in (AAI) Checkin, PERUN, Catch all Urgent 0.17 0.2 0.07 0.17 0.18 0.09 0.06 0.38 0.01 0.12		applications library		top priority											
Check-in (AAI)	Check-in (AAI)			less urgent	0.18	0.15	0.15	0.4	0.09	0.13	0.12	0.34	0.51	0.16	
All			Madium	urgent	0.17	0.2	0.07	0.17	0.18	0.09	0.06	0.38	0.01	0.12	
Collaboration tools Medium Collaboration tools Dynamic DNS Dynamic DNS Dynamic DNS Medium Corpriority Less urgent very urgent top priority Less urgent very urgent top priority Less urgent very urgent top priority Less urgent Urgent Very urgent top priority Less urgent Urgent Very urgent top priority Less urgent Urgent Very		•	•	Medium	very urgent		0.03	0.03				0.02		0.14	
Collaboration tools Collabora				top priority	0.01										
Collaboration tools Collabora		Collaboration tools		less urgent	5.19		0.64			0.11		0.81		0	
Dynamic DNS Dynamic DNS Dynamic DNS Medium less urgent urgent very urgent	Callabarration to als		N.A. adia	urgent											
Dynamic DNS Dynamic DNS Medium less urgent very urgent top priority	Collaboration tools		Medium	very urgent											
Dynamic DNS Dynamic DNS Medium Wery urgent top priority Less urgent urgent very urgent top priority Less urgent 0.12 0.02 0.26 Workload Manager				top priority								0.05		0.15	
Dynamic DNS Dynamic DNS Medium very urgent top priority less urgent urgent very urgent top priority Less urgent very urgent very urgent very urgent very urgent very urgent very urgent top priority Less urgent very ur				less urgent											
Very urgent top priority Software and Data Distribution (CVMFS) Less urgent very urgent top priority Less urgent 0.12 0.02 0.26 Workload Manager Very urgent top priority Less urgent 0.53 0.5 0.5 0.5 0.15 0	Daniel DNG	Daniel DNG	N. A. a. although	urgent											
Software and Data Distribution (CVMFS) CVMFS Stratum-0 Medium Medium Medium Very urgent top priority Less urgent 0.17 Very urgent top priority Urgent 0.12 0.02 0.26 Workload Manager	Dynamic DNS	Dynamic DNS	iviedium	very urgent											
Software and Data Distribution (CVMFS) Medium Medium Very urgent top priority less urgent 0.12 0.02 0.26 Workload Manager Urgent 0.53 0.5 0.5 0.5 0.15 0				top priority											
Distribution (CVMFS) Medium very urgent top priority less urgent 0.12 0.02 0.26 Workload Manager urgent 6.53 0.5 0.5 0.15 0	Software and Data Distribution (CVMFS)			less urgent		6.19									
Very urgent		Software and Data	CVBAEC Churchama O		urgent									0.17	
less urgent 0.12 0.02 0.26 Workload Manager 0.5 0.5 0.5 0.15 0		CVIVIES Stratum-0	Medium	very urgent											
Workload Manager urgent 6.53 0.5 0.5 0.15 0				top priority											
Workload Manager urgent 6.53 0.5 0.5 0.15 0				less urgent			0.12				0.02		0.26		
	Workload Manager		• • • •	urgent	6.53		0.5		0.5		0.15			0	

(DIRAC)	VV UI NIUAU IVIAIIAKEI	IVICUIUIII	very urgent										
(Silvic)			top priority		3.56	7.44							
			less urgent		5.50	7.44							
			_										
DPM Development	DPM maintenance and support	Medium	urgent										
	support		very urgent top priority										
			less urgent										
Applications on Demand (EC3)	EC3	Medium	urgent										
(ECS)			very urgent										
			top priority										
			less urgent		9.88	3.02		0.48	0.26				
Data Hub	EGI Data Hub	Medium	urgent	12.15			1.83	1.54		55.46		0.91	
			very urgent 0										
			top priority										
Data Transfer			less urgent	0		27.74							
	EGI Data Transfer	Medium	urgent				0.73						
			very urgent	11									
			top priority										
			less urgent										
Rucio	Data Management	Medium	urgent						1			5.09	
			very urgent										
			top priority										
			less urgent										
DODAS	DODAS	Medium	urgent		1.82								
DODAS	DODAS	Mediaiii	very urgent										
			top priority										
			less urgent	4.53	0.05	0.09	11.02		0.17	0.45	2.06	0.07	
Helpdesk (GGUS)	Helpdesk (GGUS)	Medium	urgent			0.1			1.8	0	2.48	0.29	0.04
neipaesk (GGOS)	neipaesk (GGOS)	Medium	very urgent										
			top priority										
			less urgent	0.05	0.12	9.76	0	0.34	0.26	0.21		0.19	1.59
DMSU	Helpdesk human		urgent	1.14	11.73	0.02	1.89		0.46	0.02	0	0.27	0.1
	support	Medium	very urgent	0.11		0.77		0	0	0.06	0	0.05	0.01
			top priority		0.21	0	0.19				0.4		
			less urgent	0.04	0.05	0.07	0.14	0	0.04	0.1	0.22	0.08	0.07
TD14	Helpdesk human	4	urgent	0.05	0.1	14.61	0.12	0.03	0.06	0.09	0.71	0.17	0.14
TDM	•	1 working hour											

I F IVI	support	T MOLVILIS LIOUI	very urgent	0.05	0.02	0.05	0.11	0	0.12	0.02	0	0.05	0.04	
			top priority	0.05	0.01	0	0.2		0.11	0.02	0.09	0.00	0.0.	
			less urgent								2.44			
Infrastructure Manager			urgent	0										
	Infrastructure Manager	Medium	very urgent											
			top priority		0.01									
			less urgent			0.38				0.01				
Managina			urgent				0.59		2.49	0.07	0.4		0.01	
Messaging	Message brokers	Medium	very urgent											
			top priority											
Monitoring (ARGO)			less urgent			0.03	0.01		0.49	0.4		0.31	0	
		N. A. a. althorage	urgent		0.02		0.1		0.1		0.04	0.02		
	Monitoring services	Medium	very urgent	0.12					0.97	97			0	
			top priority		0.05									
Notebooks			less urgent		19.17	1.21								
	looker and Diades	N.A. alia	urgent		1.53									
	Jupiter and Binder	Medium	very urgent											
			top priority											
On another a Boutel			less urgent	0.27		0.45	21.94	0.02	0.01		0.02	0		
	Operations Portal	Medium	urgent	0.07		0.05			0			0.09	0	
Operations Portal	Operations Portai	Medium	very urgent	0.87	0									
			top priority								0			
			less urgent		39.34									
PaaS Orchestrator	PaaS Orchestrator	Medium	urgent											
raas Orchestrator	r aas Orchestrator	Mediaiii	very urgent											
			top priority											
			less urgent	1.2		2.45	0.44		8.09		1.62	1.76		
Attribute Management	Services for AAI - CheckIn, PERUN, Catch-	Medium	urgent			1.81	3.7							
(Perun)	all	Wicalam	very urgent											
			top priority											
Security Monitoring			less urgent											
	Security Monitoring	Security coordination	Medium	urgent					0.78					
	and security tools		very urgent			0.01								
			top priority											
			less urgent											
Security Coordination	Security coordination	Medium	urgent											

occurry coordination	and security tools	IVICUIUIII											
	and security tools		very urgent		0.18								
Configuration and Topology Database				0.09				0.2					
	Service registry (GOCDB)	Medium	urgent		0.58	0.08	0.11				0.54	0.73	
(GOCDB)			very urgent 0.12 0.03 top priority 0.34 less urgent urgent very urgent top priority 0.14 less urgent urgent very urgent top priority less urgent urgent very urgent top priority less urgent urgent urgent very urgent top priority less urgent urgent 113.86 1.22 very urgent top priority less urgent 35.13 17.27 1.9 urgent very urgent very urgent 0 42 top priority										
•			top priority		0.34								
EGI Catch-all services			less urgent										
	Services for AAI - CheckIn, PERUN, Catch-	Medium	urgent										
Edi Catcii-ali services	all	Wediam	very urgent										
			top priority							0.14			
UMD Product Submission			less urgent										
	UMD/CMD quality	N. d. a. altinosa	urgent										
	assurance	Medium	very urgent										
			top priority										
	UMD/CMD quality		less urgent										
UMD/CMD Quality			urgent		113.86	1.22							
Assurance	assurance	Medium	very urgent										
			top priority										
			less urgent		35.13				17.27			1.9	
	UMD software		_		00.20			-	27.27			2.5	
Software Provisioning	provisioning	Medium	_	0	42								
	infrastructure												
			less urgent		0.16	12							
	UN	UMD software	UMD software		urgent	0.35	0.10	12					
Software Repository	provisioning	Medium	very urgent	7.78							3.28		
	infrastructure		top priority	7.78							3.28		
			top priority										

Legend	less 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