



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	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	
APEL client & Accounting Repository	Accounting repositories and portal	Medium	less urgent	4.19		2.59		0.26	
			urgent	1.95	0.25	0.21	0.6	0.49	2.58
			very urgent	0.61	0.08	4.49	8.35		
			top priority						
Accounting Portal	Accounting repositories and portal	Medium	less urgent					0.9	
			urgent			0.55		0.03	0
			very urgent	18.87			30.92		
			top priority						
Virtual Appliance Catalogue (AppDB)	Application DB - virtual appliances and applications library	Medium	less urgent				10.01		
			urgent			1.28	1	4.34	
			very urgent						
			top priority						
Check-in (AAI)	Services for AAI - CheckIn	Medium	less urgent	0.42	0.83	0.27	0.34	0.09	0.37
			urgent	0.07	1.14	0.11	0.15	0.69	1.31
			very urgent		0.27	0.06		0.08	
			top priority						
Collaboration tools	Collaboration tools	Medium	less urgent					0.06	
			urgent					0.06	
			very urgent						
			top priority						
Dynamic DNS	Dynamic DNS	Medium	less urgent						
			urgent						0.01
			very urgent						
			top priority						
Helpdesk (GGUS)	Helpdesk (GGUS)	Medium	less urgent	0.19	0	0.06	0.09	2.08	1.13
			urgent	0.59	0.03	0.07	0.32	0.03	0.04
			very urgent	0		0.15		0.1	0.07
			top priority						0

Messaging	Message brokers	Medium	less urgent	0.25	0.05					
			urgent	0.01				0.11	0.06	
			very urgent							
			top priority	1.13						
Monitoring (ARGO)	Monitoring services	Medium	less urgent	0.24	0	1.71	0.18	2.72	0.29	
			urgent	0.08	0.06	0.14	0	0		
			very urgent	0.13		0.06	0	0		
			top priority							
Operations Portal	Operations Portal	Base	less urgent	0.03	0.06			0.02		
			urgent							
			very urgent	0.03						
			top priority							
Data Hub	EGI Data Hub	Medium	less urgent				9	0.18		
			urgent	0.56						
			very urgent							
			top priority							
Data Transfer	EGI Data Transfer	Medium	less urgent	13.06		0.01				
			urgent							
			very urgent							
			top priority							
Software and Data Distribution (CVMFS)	CVMFS Stratum-0	Medium	less urgent	1.62						
			urgent	3.23			5.84			
			very urgent							
			top priority	0						
Workload Manager (DIRAC)	Workload Manager	Medium	less urgent							
			urgent	0.13	0.21	7.77	1.7			
			very urgent	0.37			4.09			
			top priority	26.6	0.11	0.85	0.12	2.06	2.79	
	Kubernetes managed platform	Medium	less urgent							
			urgent							
			very urgent							
			top priority							
DMSII	Helpdesk human	Medium	less urgent	1.51	0.18	0.34	0.03	0.1	0.08	
			urgent	0.47	0.11	0.02	0.34	0.02	0.04	

UMSU	support	medium	very urgent	0.05			0.83		0.02
			top priority				0.06	0.03	
TPM	Helpdesk human support	1 working hour	less urgent	0.68	0.36	0.22	0.15	0.2	0.32
			urgent	0.5	0.27	0.14	0.22	0.12	0.13
			very urgent	0.53	0.12	0.6	0.09	0	0.01
			top priority	0		0.17	0.17	0.19	
Infrastructure Manager	Infrastructure Manager	Medium	less urgent		0.02			0	0.16
			urgent			0	0.04		
			very urgent						
			top priority						
Notebooks	Jupiter and Binder	Medium	less urgent						
			urgent				0		
			very urgent						
			top priority		1.67				
Attribute Management (Perun)	Services for AAI - PERUN	Medium	less urgent						0.19
			urgent						0.24
			very urgent						
			top priority						
Security Monitoring	Security coordination and security tools	Medium	less urgent						
			urgent		0.39				
			very urgent						
			top priority						
Security Coordination	Security coordination and security tools	Medium	less urgent						
			urgent						
			very urgent						
			top priority						
Configuration and Topology Database (GOCDB)	Configuration Database (GOCDB)	Medium	less urgent	0.3	0.75	1	0.49	0.29	0.02
			urgent	0.08	0.51	0.32	0.55	0.01	0.07
			very urgent	0.67					
			top priority						
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	
			very urgent	
			top priority	
Software Provisioning	UMD software provisioning infrastructure	Medium	less urgent	7.97
			urgent	2.84
			very urgent	8.37
			top priority	
Software Repository	UMD software provisioning infrastructure	Medium	less urgent	0.07
			urgent	1.69
			very urgent	
			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