GGUS SU	Core Service/Activity	QoS level	Operations tools Quality of Support report					
			2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
APEL client & Accounting Repository	**Accounting repositories and portal**	Medium	less urgent 3.83	1.18	0.16	0.74		0.1
			urgent 0.69	0	0.09	0	0.24	1.12
			very urgent 0.63			0.29		0.01
			top priority					
Accounting Portal	**Accounting repositories and portal**	Medium	less urgent 8.54			8.12		
			urgent 0.06	0.09		4.23	0.04	
			very urgent					0.48
			top priority					
Virtual Appliance Catalogue (AppDB)	**Artefact Repository Service - AppDB**	Medium	less urgent 0.26					
			urgent 0.14		0			1.07
			very urgent					
			top priority					
Check-in (AAI)	**Services for AAI - CheckIn**	Medium	less urgent 0.22	0.31	0.26	0.15	0.32	0.03
			urgent 0.04	0.17	0.44	0.13	1.83	0.43
			very urgent 0.13	0.29		0	0.09	
			top priority			0.12		
Collaboration tools	**Collaboration tools**	Medium	less urgent 0.23					
			urgent	0				
			very urgent					
			top priority					
Dynamic DNS	**Dynamic DNS**	Medium	less urgent 0.31					
			urgent 0.14					
			very urgent					
			top priority					
Helpdesk (GGUS)	**Helpdesk (GGUS)**	Medium	less urgent 1.23	0.26	19.08		0.2	
			urgent	0.13			0.2	
			very urgent 0.05		0.27	0.2		
			top priority 0.05					

Service	Component	Level	Priority						
Messaging	**Message brokers**	Medium	less urgent	0.83			0.08		0.32
			urgent						0.17
			very urgent						
			top priority						
Monitoring (ARGO)	**Monitoring services**	Medium	less urgent	0.01	0.02	0.03	0.13	0.35	
			urgent	0.22	0.1		0	0.21	0
			very urgent	0.12		0.24		0.13	
			top priority						
Operations Portal	**Operations Portal**	Base	less urgent		12	0.08		1.02	
			urgent			1.08		1.73	0.14
			very urgent	0.91				0.12	
			top priority						
Data Hub	**EGI Data Hub**	Medium	less urgent						
			urgent						
			very urgent						
			top priority						
Data Transfer	**EGI Data Transfer**	Medium	less urgent				1.54		
			urgent						
			very urgent						1
			top priority						
Software and Data Distribution (CVMFS)	**CVMFS Stratum-0**	Medium	less urgent	1.86			1.94		
			urgent						
			very urgent	12.57					1.75
			top priority						
Workload Manager (DIRAC)	**Workload Manager**	Medium	less urgent			0.34			5
			urgent		0.13	0.02	0.15		
			very urgent	3				0	
			top priority	0.06		3.78		0.22	
Cloud Container Compute	**Kubernetes managed platform**	Medium	less urgent						
			urgent						
			very urgent						
			top priority						
DMSU	**Helpdesk human**	Medium	less urgent	0.08	0.05	2.81	1.81	0.78	
			urgent	0.69	1.77	0.02	1.74	1.26	0.3

Service	Service component	Target	Priority						
DMSU	support	Medium	very urgent	0.28	0.12		1	0.57	
			top priority	0.23	1.07		5.72		
TPM	Helpdesk human support	1 working hour	less urgent	0.35	0.15	0.47	0.43	0.34	0.95
			urgent	0.19	0.24	0.23	0.29	0.11	0.02
			very urgent	0.35	0.02	1.52	0.29	0.04	0.12
			top priority	0.09	0.61		0.04		
Infrastructure Manager	Infrastructure Manager	Medium	less urgent	0.02		0.02			
			urgent				0.22		
			very urgent					1.44	
			top priority						
Notebooks	Notebooks	Medium	less urgent						
			urgent						
			very urgent	34.1					
			top priority						
Replay	Replay	Medium	less urgent						2.49
			urgent						
			very urgent						
			top priority						
Attribute Management (Perun)	Services for AAI - PERUN	Medium	less urgent						
			urgent		1.46	0.14			
			very urgent						
			top priority						
Security Monitoring	Security coordination and security tools	Medium	less urgent						
			urgent						
			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	0.12	0.3		0.65	0.5	0.26
			urgent	0.36	0.07	0.34	0.08	0.37	0.29
			very urgent		0.68		0.12		
			top priority	0.71			0.02		

Secrets Store	**Secrets Store**	Medium	less urgent	0.21	
			urgent	0	
			very urgent		
			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		
			urgent		
			very urgent		
			top priority		
Software Repository	**UMD software provisioning infrastructure**	Medium	less urgent		
			urgent		
			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
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