



Audience: EGI infrastructure
Report author: EGI Operations operations@egi.eu
Service: Quality of support
Frequency: Monthly
Documentation: https://wiki.egi.eu/wiki/Service_Level_Target_-_Quality_of_Support
Data source: https://ggus.eu/?mode=report_view

NGI	2016-08			
	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia	5,28			
AsiaPacific	0,2	0,98		1
CERN	0,68	1,05	0,78	0,14
IDGF				
NGI_AEGIS	0,09			
NGI_ARMGRID	0,88			
NGI_BA				
NGI_BG		5,17		
NGI_BY				
NGI_CH	2,25	1		
NGI_CHINA	7,46			
NGI_CZ		0		
NGI_DE	5,61	4	0	5
NGI_FI	5,21			
NGI_FRANCE	3,49	3,44	13,04	2,74
NGI_GE				
NGI_GRNET	2,65	2,02	11,21	
NGI_HR				
NGI_HU	0			
NGI_IBERGRID	2,43	0,88		
NGI_IL				
NGI_IT	2,31	1,76	0,28	0,91
NGI_MARGI				
NGI_MD				
NGI_NDGF	2,86	1,59		
NGI_NL	2,62	1,02		
NGI_PL	0,36	0,62	2,56	
NGI_RO	0,08		0,7	
NGI_SI				
NGI_SK	0,25			
NGI_TR	0,89	1,4		
NGI_UA	2,28	0		
NGI_UK	1,63	1,27	2,32	0,15
ROC_Canada	3,6	5,15		
ROC_LA	0,66	8,77		
Russia	0,58	0,15	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					

[wd] = working days