



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](https://wiki.egi.eu/wiki/Service_Level_Target_-_Quality_of_Support)
Data source: https://ggus.eu/?mode=report_view

NGI	2016-11			
	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia	1,1			
AsiaPacific	0,19	0,4		
CERN	0,05	0,08	0,33	0,3
IDGF				
NGI_AEGIS				
NGI_ARMGRID		14		
NGI_BA				
NGI_BG		5,98		
NGI_BY				
NGI_CH	10,36	0,78	2,37	
NGI_CHINA	0,02	2,47		
NGI_CZ		0,02		
NGI_DE	3,72	1,05	0,31	0,5
NGI_FI				
NGI_FRANCE	1,73	1,86	1,3	
NGI_GE	0,01	0,04		
NGI_GRNET				
NGI_HR		4,71	5,86	
NGI_HU		0		
NGI_IBERGRID	4,17	1,39	0,21	
NGI_IL	1			
NGI_IT	2,05	1,74	0,34	12,98
NGI_MARGI				
NGI_MD				
NGI_NDGF	4,01	0,46		
NGI_NL	0,45	1,78	0,36	
NGI_PL	0,23	0,01	0	0,21
NGI_RO		0,59	0	
NGI_SI	2,1		0,07	
NGI_SK		0		
NGI_TR	0,58	0,06		0,13
NGI_UA	2,68			
NGI_UK	0,63	1,67	0,13	0,1
ROC_Canada	1,33	0,37		
ROC_LA	1,75			
Russia	0,13	0,74	0,26	0

Legend	QoS	less urgent	urgent	very	top priority
		[wd]	[wd]	urgent [wd]	[wd]
Response time exceeded	Medium	5	5	1	1
Response time in line					

[wd] = working days