



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

		2017-03			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia		1,06			
AsiaPacific		0,66	0,38	0,23	
CERN		0,04	1,03	2,12	3,89
NGI_AEGIS		0,3			
NGI_ARMGRID					
NGI_BA					
NGI_BG					
NGI_BY					
NGI_CH		0	1,14	0	
NGI_CHINA			2		
NGI_CZ		0,16			0,19
NGI_DE		0,02	0,61	0,7	0,09
NGI_FI					
NGI_FRANCE		0,76	2,71	2,16	0
NGI_GE					
NGI_GRNET		1			
NGI_HR		0,07			
NGI_HU					
NGI_IBERGRID		3,29	1,15	0,15	0,01
NGI_IL		0,79	0,5		
NGI_IT		1,67	1,15	0,22	0,24
NGI_NDGF		2,7	1,43		
NGI_NL		0,72	0,93	0	
NGI_PL		1,07	0,5	5,73	
NGI_RO		0,02		0	
NGI_SI					
NGI_SK			0,06		
NGI_TR			0,44	0	
NGI_UA			0,17		
NGI_UK		0,37	0,37	0,65	0
ROC_Canada		1,57	2,42	1	
ROC_LA		1,02			
Russia		0,54	0,09	0,01	

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