



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

		2017-04			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia					
AsiaPacific		0,86	0,4	0,58	
CERN		0,14	0,09	0,23	0,27
NGI_AEGIS		0,61			
NGI_ARMGRID		12,61			
NGI_BA					
NGI_BG		3,75	9,91		
NGI_BY					
NGI_CH		1,62	2,91		
NGI_CHINA		15,8	2,5		
NGI_CZ		1,1	0,2		
NGI_DE		1,49	0,97	0,02	0,03
NGI_FI		0,06			
NGI_FRANCE		2,22	0,86	0,6	
NGI_GE		12,57			
NGI_GRNET		5,83	5,5		
NGI_HR		3,74			
NGI_HU		0,73	0		
NGI_IBERGRID		1,67	0,26		
NGI_IL		2,2	0,42		
NGI_IT		2,19	1,87	0,81	0,22
NGI_NDGF		0,26	0,34		
NGI_NL		0,62	0,84		0,07
NGI_PL		0,31	1,22	1,25	0,3
NGI_RO		0,08	0,03		
NGI_SI		12,65			
NGI_SK		1,87			
NGI_TR		0,08	0,07		
NGI_UA		6,69	1,88		
NGI_UK		1,05	0,95	0,41	0,04
ROC_Canada		0,31	0,3		
ROC_LA		0,89	0,18		0
Russia		0,3	0,81	0,03	

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