



Audience: EGI infrastructure

Report author: EGI Operations operations@egi.eu

Service: Quality of support

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Documentation: https://wiki.egi.eu/wiki/Service_Level_Target_-_Quality_of_Support

Data source: https://ggus.eu/?mode=report_view

Resource centre	Operations Centre	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
100IT	NGI_UK	8,96			
BEgrid-BELNET	NGI_NL	3,75			
BIFI	NGI_IBERGRID				
CESGA	NGI_IBERGRID	0,08			
CESNET-MetaCloud	NGI_CZ				
CETA-GRID	NGI_IBERGRID				
CLOUDIFIN	NGI_RO	0,01			
CYFRONET-CLOUD	NGI_PL	8,55			
FZJ	NGI_DE				
GoeGrid	NGI_DE	3,98	4,95		
HG-09-Okeanos-Cloud	NGI_GRNET	0,04			
IFCA-LCG2	NGI_IBERGRID	8,01	2,97		
IISAS-FedCloud	NGI_SK	0,26			
IISAS-GPUCloud	NGI_SK	0,26			
IISAS-Nebula	NGI_SK	0,24			
IN2P3-IRES	NGI_FRANCE	0,1	0		
INFN-CATANIA-STACK	NGI_IT	0,86			
INFN-PADOVA-STACK	NGI_IT	1,58	0,13		
NCG-INGRID-PT	NGI_IBERGRID	0,01	0,3		
RECAS-BARI	NGI_IT	1,21	0		
SCAI	NGI_DE	0,11			
TR-FC1-ULAKBIM	NGI_TR	0,08			
UPV-GRyCAP	NGI_IBERGRID	4,14			

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