



Audience: EGI infrastructure
Report author: EGI Operations operations@egi.eu
Service: Quality of support
Month 2017-07

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 | 0,76 | | | |
| BEgrid-BELNET | NGI_NL | 1,07 | | | |
| CESGA | NGI_IBERGRID | 2,6 | | | |
| CESNET-MetaCloud | NGI_CZ | 2,92 | | | |
| CLOUDIFIN | NGI_RO | 0,13 | | | |
| CYFRONET-CLOUD | NGI_PL | 1,26 | | | |
| FZJ | NGI_DE | 4,73 | | | |
| GoeGrid | NGI_DE | 0,13 | | | 0,31 |
| HG-09-Okeanos-Cloud | NGI_GRNET | 0,35 | | | |
| IFCA-LCG2 | NGI_IBERGRID | 0,09 | 0,14 | | |
| IISAS-FedCloud | NGI_SK | 0,08 | | | 0,05 |
| IISAS-GPUCloud | NGI_SK | 0,09 | | | |
| IISAS-Nebula | NGI_SK | 0,07 | | | |
| IN2P3-IRES | NGI_FRANCE | 0,04 | 0,32 | | |
| INFN-CATANIA-STACK | NGI_IT | 2,41 | | | |
| INFN-PADOVA-STACK | NGI_IT | 1,28 | | | |
| NCG-INGRID-PT | NGI_IBERGRID | 3,64 | 1,35 | | |
| RECAS-BARI | NGI_IT | 0,96 | | | |
| SCAI | NGI_DE | 8,9 | | | |
| TR-FC1-ULAKBIM | NGI_TR | 0,85 | | | |
| UPV-GRyCAP | NGI_IBERGRID | 3,84 | | | |

| 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