



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

		2017-07			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia		20,33			
AsiaPacific		0,42	0,33		0,22
CERN		0,58	0,57	1,9	1,52
NGI_AEGIS		1,2			
NGI_ARMGRID					
NGI_BA					
NGI_BG		9,72			
NGI_BY					
NGI_CH		2,82	2,96	0,04	0,14
NGI_CHINA		0	1,11		
NGI_CZ		2,8			
NGI_DE		4,58	0,43	0,62	0,28
NGI_FI					
NGI_FRANCE		1,89	0,46	0,62	0,12
NGI_GE					
NGI_GRNET		0,35	3		0,65
NGI_HR					
NGI_HU					
NGI_IBERGRID		2,83	2,17		0,02
NGI_IL					
NGI_IT		2,97	1,96	0,48	0,02
NGI_NDGF		0,44	0,39		0,02
NGI_NL		3,53	0,56	0,52	0,33
NGI_PL		1,22	1,39	0,91	
NGI_RO		0,1	0		
NGI_SI		0,07	1,64		
NGI_SK		0,1			0,05
NGI_TR		0,85	0,5		
NGI_UA		8,77			
NGI_UK		1,05	0,67	2,01	0,02
ROC_Canada		0,59	1,35		0,51
ROC_LA		1,04	0,01	0,04	
Russia			2,54	0,43	0,07

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					