



**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](https://ggus.eu/?mode=report_view)

		2017-08			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia		4	4,37		
AsiaPacific		0,07	0,14		
CERN		0,04	0,08	0,06	2,27
NGI_AEGIS		0,54			
NGI_ARMGRID					
NGI_BA					
NGI_BG					
NGI_BY					
NGI_CH		4,94	4,29	4,32	
NGI_CHINA		0,07	0,18		
NGI_CZ		0	0,86		
NGI_DE		1,77	0,26	0,51	
NGI_FI		3			
NGI_FRANCE		3,21	1,83	1,71	0,2
NGI_GE					
NGI_GRNET		8,59			
NGI_HR					
NGI_HU			1		
NGI_IBERGRID		4,23	0,5		0,22
NGI_IL					
NGI_IT		5,4	2,85	8,96	0,1
NGI_NDGF		2,91	1,17		
NGI_NL		0,29	2,47	0,78	7,2
NGI_PL		6,09	0,28	0,28	
NGI_RO		0	0		0
NGI_SI					
NGI_SK		2,43	0		
NGI_TR		0	0,1		
NGI_UA		8,91			
NGI_UK		0,87	0,18	0,57	0,05
ROC_Canada		2,68	0,75	2,86	
ROC_LA		1,79	1	0,71	
Russia			0,17	0,05	0

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