



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	2,82			
BEgrid-BELNET	NGI_NL	4,16			
CESGA	NGI_IBERGRID	0,11	9,34		
CESNET-MetaCloud	NGI_CZ	0,11			
CLOUDIFIN	NGI_RO	0,14			
CYFRONET-CLOUD	NGI_PL	2,03			
FZJ	NGI_DE				
GoeGrid	NGI_DE				
HG-09-Okeanos-Cloud	NGI_GRNET	2,75			
IFCA-LCG2	NGI_IBERGRID	4,28	0,09		
IISAS-FedCloud	NGI_SK	0,1			
IISAS-GPUCloud	NGI_SK	0,1			
IISAS-Nebula	NGI_SK	0,26			
IN2P3-IRES	NGI_FRANCE	0,35			
INFN-CATANIA-STACK	NGI_IT	2,08			
INFN-PADOVA-STACK	NGI_IT	7,94			
NCG-INGRID-PT	NGI_IBERGRID	0,22	0,13	0,03	
RECAS-BARI	NGI_IT	0,29			
SCAI	NGI_DE	5,09			
TR-FC1-ULAKBIM	NGI_TR	0,19			
UPV-GRyCAP	NGI_IBERGRID	1,43			

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