



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

NGI	2017-11			
	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia				
AsiaPacific	0,5	0,17	0	1,53
CERN	1,36	0,43	0,01	0,1
NGI_AEGIS	1,98			
NGI_ARMGRID				
NGI_BG				
NGI_CH		0,98	0,04	
NGI_CHINA		0,45		
NGI_CZ	1,84			
NGI_DE	1,61	1,29	4,52	0,02
NGI_FI				
NGI_FRANCE	2,76	0,66		0,06
NGI_GE				
NGI_GRNET	3,31	0,28		
NGI_HR		0,36		
NGI_HU	0,16	1,01		
NGI_IBERGRID	0,85	0,65	0,03	0,02
NGI_IL		1,33		
NGI_IT	2,88	2,01	1,07	0,56
NGI_NDGF	1,81	0,69		0,01
NGI_NL	1,28	1,14		0,01
NGI_PL	1,04	1,46	0	
NGI_RO	0,07	0,02		0,16
NGI_SI	3,02			
NGI_SK	0,46	0		
NGI_TR	0,45	0,78		
NGI_UA	9,06	0,43		
NGI_UK	1,35	0,33	1,56	0,07
ROC_Canada	2,94	0,92		0,01
ROC_LA	4,65		0,28	
Russia	0,21	0,27	0	0,01

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