



**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)

NGI	2017-12			
	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia	0,61	0,35		0,16
AsiaPacific				
CERN	3,79	1,4	0,06	0,38
NGI_AEGIS				
NGI_ARMGRID				
NGI_BG	0,2			
NGI_CH	0,09			
NGI_CHINA		0,26		0,24
NGI_CZ	0,5	0		
NGI_DE	1	0,29	0,98	
NGI_FI				
NGI_FRANCE	2,55	0,9	0,87	0,01
NGI_GRNET	0,69	1,29		0,9
NGI_HR	0,24			
NGI_HU		0		
NGI_IBERGRID	0,28	2,08	0,06	0,48
NGI_IL	2	2		
NGI_IT	4,55	3,15	0,19	
NGI_NDGF	0,38	1,82		
NGI_NL	0,15	2,67	18,16	
NGI_PL		0,93		13,88
NGI_RO	0,08			
NGI_SI				
NGI_SK	2,63	0		
NGI_TR	0,17			
NGI_UA	3,5	0,12		
NGI_UK	1,55	0,65	0,36	0,08
ROC_Canada	1,82	0,88		
ROC_LA	2,71	0,68	0	1,42
Russia	0,89	0,22	0	0,11

forget to change the ticket status  
forget to change the ticket status

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