



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

		2018-01			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia					
AsiaPacific		0,08	0,19	0,02	0,05
CERN			0,47	0,29	0,25
NGI_AEGIS		0,8			
NGI_ARMGRID					
NGI_BG				0,19	
NGI_CH		0,22	0,88		
NGI_CHINA					
NGI_CZ		0	0,47		
NGI_DE		0,07	0,64	0,01	0,02
NGI_FI					
NGI_FRANCE		1,57	1,43	1,14	0,57
NGI_GE					
NGI_GRNET			2,44		
NGI_HR					
NGI_HU		0,2	0		
NGI_IBERGRID		3,94	0,32	0,23	0,38
NGI_IL		1,51			
NGI_IT		2,34	1,29	1,07	1,98
NGI_NDGF		4,61	0,48		0,01
NGI_NL		0,32	1,27	0,06	0,23
NGI_PL		0,03	0,08	3,11	
NGI_RO		0	0	0	
NGI_SI					
NGI_SK			0		
NGI_TR			0		
NGI_UA			0		
NGI_UK		0,81	0,54	0,14	0,31
ROC_Canada		0,53	1,08		0,05
ROC_LA		0,98		0	
Russia		0	0,11	0,07	0,05

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