



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

		2018-02			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia		3,57			
AsiaPacific		1,25	0,88		
CERN		0,03	0,43		1,09
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG					
NGI_CH		0	0,77		
NGI_CHINA		2,54	3,37		
NGI_CZ		0	0	0,13	
NGI_DE		0,61	0,19	0	
NGI_FI					
NGI_FRANCE		0,61	0,66	0,94	
NGI_GE					
NGI_GRNET		0,74	1,65		
NGI_HR					
NGI_HU			0		
NGI_IBERGRID		0,14	0,81		
NGI_IL		0,06			
NGI_IT		1,82	0,25	0,73	0,83
NGI_NDGF		1,25	3,03		
NGI_NL		0	0,22	0,6	0,1
NGI_PL		3,52	0,81	2,36	
NGI_RO		0,04	0,01	0,02	
NGI_SI					
NGI_SK		0,35	0,26		
NGI_TR		1,08	0,09		
NGI_UA		4,88	0,33		
NGI_UK		0,48	0,22	0,85	
ROC_Canada		1,36	0,56		
ROC_LA		0,69	0,04	0	2,04
Russia			0,13	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