



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

		2018-03			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia					
AsiaPacific		0,37	1,78	3,69	0,34
CERN		0,44	0,52	0,15	0,44
NGI_AEGIS			0,04		
NGI_ARMGRID					
NGI_BG				11,92	
NGI_CH		5,6	0,22	11,64	
NGI_CHINA		7,64	3,22	0,63	
NGI_CZ		0,06	6,84	0,51	0,13
NGI_DE		0,36	0,15	0,79	3,76
NGI_FI					
NGI_FRANCE		0,91	1,49	0,65	0,34
NGI_GE			0,16		
NGI_GRNET		8,71	3,27		6,51
NGI_HR			0,74		
NGI_HU			0,06		
NGI_IBERGRID		2,67	1,39	6,25	0
NGI_IL					
NGI_IT		2,8	0,66	0,05	0
NGI_NDGF		1	0,38		0,01
NGI_NL		4,91	0,06	0,16	0,01
NGI_PL		1,58	1,67	1,81	4,9
NGI_RO		0,01	0,14	0	
NGI_SI		0,43	0,77		
NGI_SK			0		
NGI_TR		0,03	0,11		
NGI_UA		4,18		0	
NGI_UK		0,47	0,88	0,7	0,04
ROC_Canada		1,57	1,48		0,01
ROC_LA		5,92	0,25		0,05
Russia		1,02	0,17	0	0,02

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