



**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	2018-04			
	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia	0,37			
AsiaPacific	1,18	1,19		
CERN		2,21	0	0,31
NGI_AEGIS				
NGI_ARMGRID				
NGI_BG				
NGI_CH	0,46	0		
NGI_CHINA				
NGI_CZ	3,72	0	0	
NGI_DE	1,05	1,03	0,12	0,22
NGI_FI				
NGI_FRANCE	1,04	1,24	0,28	0,02
NGI_GE				
NGI_GRNET	13,52	1,25		
NGI_HR				
NGI_HU				
NGI_IBERGRID	0,84	0,36	0,05	
NGI_IL	1,45			
NGI_IT	2,49	0,45	0,52	0,13
NGI_NDGF	0,67	0,33		
NGI_NL	0,53	0,45	0	
NGI_PL	0	3,24	0,74	
NGI_RO		0		
NGI_SI		0,07		
NGI_SK		0,1		
NGI_TR	0,55	0,01		
NGI_UA	2,68			
NGI_UK	0,49		0,06	
ROC_Canada	2,33			
ROC_LA	4,89	0,84		
Russia	0,3	0,76	0	

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