



**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)

		2018-05			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia					
AsiaPacific		3,66	1,49	1,68	3,42
CERN		0,09	0,58	0,5	0,19
NGI_AEGIS			0,35		
NGI_ARMGRID			5,84		
NGI_BG		0,1	0,45		
NGI_CH		2,59	0,7	0	
NGI_CHINA			3,12	1	1,98
NGI_CZ		0,96	3,11		
NGI_DE		0,99	0,69	0	0,8
NGI_FI					
NGI_FRANCE		0,98	1,03	1,12	1,8
NGI_GE		4,34			
NGI_GRNET			0,55		
NGI_HR			0,07		
NGI_HU		4,33	0		
NGI_IBERGRID		0,28	0,34		0
NGI_IL		0,33	5,47		
NGI_IT		1,32	1,39	0,13	1,91
NGI_NDGF		1,09	0,41		0,17
NGI_NL		0,13	0,4	0	1,21
NGI_PL		4,32	1,46	4,74	1,4
NGI_RO		0,11	0,02	0,02	
NGI_SI		0,11			
NGI_SK		0,04	0	0	
NGI_TR		0,25	0,38		
NGI_UA		2,66			
NGI_UK		0,6	0,48	0,31	1,11
ROC_Canada		0,61	2	1,98	0,02
ROC_LA		2,34		0,24	
Russia		0,78	0,21	0,52	0,09

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