



Audience: EGI infrastructure

Report author: EGI Operations operations@egi.eu

Service: Quality of support

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Documentation: https://wiki.egi.eu/wiki/Service_Level_Target_-_Quality_of_Support

Data source: https://ggus.eu/?mode=report_view

Resource centre	Operations Centre	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
100IT	NGI_UK	0,08		0,98	
BEgrid-BELNET	NGI_NL	0,36	6,12		2,11
CESGA	NGI_IBERGRID				
CESNET-MetaCloud	NGI_CZ	0,01			
CLOUDIFIN	NGI_RO				
CYFRONET-CLOUD	NGI_PL				
GoeGrid	NGI_DE		2,47		
HG-09-Okeanos-Cloud	NGI_GRNET				
IFCA-LCG2	NGI_IBERGRID		3		
IISAS-FedCloud	NGI_SK				
IISAS-GPUCloud	NGI_SK				
IISAS-Nebula	NGI_SK				
IN2P3-IRES	NGI_FRANCE	0,06	1,31		
INFN-CATANIA-STACK	NGI_IT	6,21	14,2		
INFN-PADOVA-STACK	NGI_IT	0,32			
NCG-INGRID-PT	NGI_IBERGRID		0,46	0,11	
RECAS-BARI	NGI_IT	0,11			
SCAI	NGI_DE				
TR-FC1-ULAKBIM	NGI_TR		0,01		
UPV-GRyCAP	NGI_IBERGRID	0,18			

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