



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

		2018-07			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia					
AsiaPacific		2,63	1,26	2,48	0,94
CERN		0,23	0,11	0,62	0,58
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG					
NGI_BY					
NGI_CH		0,82	0,26		
NGI_CHINA		0	4,11		0
NGI_CZ		0,01	0,14		
NGI_DE		0,59	0,77	0,03	0,01
NGI_FI					
NGI_FRANCE		2,52	1,1	1,53	0,02
NGI_GE					
NGI_GRNET		21,26	0,08		
NGI_HR					
NGI_HU			0,44		
NGI_IBERGRID		0,18	0,98	0,11	0,01
NGI_IL				2,24	
NGI_IT		1,82	1,34	0,03	0,15
NGI_NDGF		8,13	1,15		0,01
NGI_NL		4,18	1,11	0,26	0,77
NGI_PL		0,15	1,35	0,54	
NGI_RO		0,07	0	0,11	
NGI_SI					
NGI_SK		0	0		
NGI_TR		0,21	0,1		
NGI_UA		4,54			
NGI_UK		0,69	0,36	0,77	0,18
ROC_Canada		7,49	4,19		0,01
ROC_LA		2,34			
Russia		0,01	0,26	0,01	0,07

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