



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

		2018-08			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia			0,58		
AsiaPacific		0,68	2,57	0	
CERN			0,05	0,03	0,08
NGI_AEGIS			4,32		
NGI_ARMGRID					
NGI_BG					
NGI_BY			1,19		
NGI_CH		0,06	2		
NGI_CHINA			7,27		
NGI_CZ		0,34			
NGI_DE		0,59	0,49	9,6	0,18
NGI_FI			0,32		
NGI_FRANCE		1,07	0,55	5,03	8,38
NGI_GE					
NGI_GRNET			2,58	2,31	
NGI_HR					
NGI_HU			0,02		
NGI_IBERGRID		0,48	0,66	0,01	0,03
NGI_IL		3,51			
NGI_IT		1,87	2,41	0,23	0,05
NGI_NDGF		0,22	0,33		
NGI_NL		0,11	0,38		
NGI_PL		0,09	1,31	0,34	
NGI_RO		0,36	0,03	0,08	
NGI_SI		0,06			
NGI_SK		0,13			
NGI_TR		1	0,59		
NGI_UA		4,73	0,09		
NGI_UK		0,74	0,68	0,24	0,38
ROC_Canada		0,56	1,11		0,02
ROC_LA		1,55	0,53		
Russia		0,07	0,72	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