



**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	2018-09			
	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia				
AsiaPacific	0,2	1,65		0,07
CERN	0,18	0,6	0,28	0,1
NGI_AEGIS				
NGI_ARMGRID	0,27			
NGI_BG				
NGI_BY		0,58		
NGI_CH		0,03		
NGI_CHINA	4	1,61		
NGI_CZ				
NGI_DE	1,42	0,88	1,06	0,87
NGI_FI	0,53			
NGI_FRANCE	1,4	0,22	0,01	0,04
NGI_GE				
NGI_GRNET	14,07	7,06		
NGI_HR				
NGI_HU		0		
NGI_IBERGRID	0,14	0,64	4	0,01
NGI_IL	0,07	0		
NGI_IT	1,41	1,29	0,09	0,03
NGI_NDGF	0,31	1,53		0,01
NGI_NL	0,21	0,26		0,05
NGI_PL	0,2	1,21		
NGI_RO		0	0,02	
NGI_SI	0,03			
NGI_SK	0,23	0		
NGI_TR	0	1,46		
NGI_UA	2,24			
NGI_UK	0,42	0,25	0,17	0,37
ROC_Canada	0,49	0,21		0,01
ROC_LA	0,67	0,95	0,65	
Russia	0	0,15	0,31	0,02

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