



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

NGI	2018-11			
	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia				
AsiaPacific	3,1	2,12	2	0,01
CERN	0,27	0,13	0,15	0,13
NGI_AEGIS				
NGI_ARMGRID				
NGI_BG				
NGI_BY		0		
NGI_CH	0,2	0,19	1,12	
NGI_CHINA	0,97			
NGI_CZ	0,02		0,01	0,26
NGI_DE		0,27	0,46	0,03
NGI_FI				
NGI_FRANCE	1,2	0,47	0,84	4,05
NGI_GE				
NGI_GRNET				
NGI_HR		0,02		
NGI_HU		0,49		
NGI_IBERGRID	0,28	0,13	0	0,01
NGI_IL	2,08	1		
NGI_IT	2,07	1,25	0	0,04
NGI_NDGF	12,73	0,92		0,01
NGI_NL	0,95	1,58	0,02	0,07
NGI_PL	3,61	2,08	0	
NGI_RO	0,05	0		
NGI_SI				
NGI_SK		0,02		
NGI_TR	0,43	0,5		
NGI_UA	0,81			
NGI_UK	0,48	0,35	0,49	0,08
ROC_Canada	1,72	0,2	0,19	0,02
ROC_LA	2,81			0,12
Russia		0,11		

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