



**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)

		2019-03			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia					
AsiaPacific		1,6	0,27	4,85	0,02
CERN		0,28	1,02	1,23	1,9
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG					
NGI_BY					
NGI_CH		0,27	0,5	0,05	
NGI_CHINA		0,59		12	
NGI_CZ			0,02		0,22
NGI_DE		0,06	1,42	0,04	1,18
NGI_FI		0,61	7,49		
NGI_FRANCE		1,62	1,37	2,07	0,02
NGI_GE					
NGI_GRNET			1,18		
NGI_HR					
NGI_HU					
NGI_IBERGRID		0,07	0,51	0,02	
NGI_IL		1,49	6		
NGI_IT		2,29	1,26	0,1	2,79
NGI_NDGF		2,04	3,2	0,01	
NGI_NL		0,61	5,33	0,12	0,14
NGI_PL			0,64	0,33	
NGI_RO		0,01	0,19	0,05	
NGI_SI		0,52			
NGI_SK		0,5			
NGI_TR		2,16	0,37		
NGI_UA		1,42			
NGI_UK		0,31	0,13	0,07	0,01
ROC_Canada		0	0,52		1,34
ROC_LA		1,46			
Russia		0,06	0,13	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