



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

		2019-04			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia					
AsiaPacific		0,8	2,73		0,17
CERN		0,79	0,92	0,32	3
NGI_AEGIS		23,42			
NGI_ARMGRID					
NGI_BG				0,92	
NGI_BY					
NGI_CH		0,1	0	0,02	
NGI_CHINA		0	1,6		
NGI_CZ		1,39	0,93		
NGI_DE		0,01	1,51		
NGI_FI					
NGI_FRANCE		2,98	2,25	2,53	
NGI_GE					
NGI_GRNET					
NGI_HR				0	
NGI_HU					
NGI_IBERGRID			0,64	0	0,11
NGI_IL				0,91	
NGI_IT		1,45	4,3	1,77	
NGI_NDGF		5,79	3,96		
NGI_NL		0,04	0,83		0,55
NGI_PL			2,34	13,74	
NGI_RO		0,15	0,37	0	
NGI_SI		0,54	1		
NGI_SK		0,88			
NGI_TR		0	0,49		
NGI_UA		5,37			
NGI_UK		0,96	1,1	1,73	0,17
ROC_Canada		1,64	5,46		
ROC_LA		2,29	2,77	0	
Russia		0,06	0,09	0,03	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