



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	2019-05			
	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia				
AsiaPacific	3,96	3,03	0	
CERN	0,66	1,24	0	1,16
NGI_AEGIS				
NGI_ARMGRID				
NGI_BG	0,22			
NGI_BY				
NGI_CH	1,45	0,67	0,38	
NGI_CHINA	1	0,6	0,09	2,74
NGI_CZ	2,71	0,66		
NGI_DE	0,23	0,64		
NGI_FI				
NGI_FRANCE	1,4	2,76	3,4	0,72
NGI_GE				
NGI_GRNET	1,97			
NGI_HR	0,03	1,36		
NGI_HU	6,24			
NGI_IBERGRID	0	0,38	0,16	0
NGI_IL	3,83	1,72	0	7,66
NGI_IT	1,52	1,85	2,05	4,15
NGI_NDGF	0,19	2,56		
NGI_NL	0,21	0,09	2,27	2,6
NGI_PL	0,84	1,1	0,87	
NGI_RO	0,89	0,01	0	0,02
NGI_SI	0	2,34		
NGI_SK	0,43	0		
NGI_TR	1,64	1,34	9,15	
NGI_UA				
NGI_UK	1,44	0,82	0,86	0,79
ROC_Canada	0,43	3,75		
ROC_LA	1,97	0,45		
Russia	0,13	0,29		

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