



**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	2019-08			
	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia				
AsiaPacific	5,34	1,73	3,35	
CERN	0,1	0,85		0,18
NGI_AEGIS				
NGI_ARMGRID				
NGI_BG				
NGI_BY				
NGI_CH	0,91	0,92		
NGI_CHINA	1,33		0	1
NGI_CZ	0,04	2,17		
NGI_DE	0,62	2,22	0,68	
NGI_FI				
NGI_FRANCE	3,09	1,66	1,65	
NGI_GE				
NGI_GRNET		6,8		
NGI_HR				
NGI_HU				
NGI_IBERGRID	0,24	1,85	3,71	0,26
NGI_IL		0,45		
NGI_IT	1,75	1,16	0,85	
NGI_NDGF		1,75		
NGI_NL	0,01	0,69	0	0
NGI_PL	0,08	6,2		
NGI_RO	0,01		0,01	
NGI_SI			0	
NGI_SK	0,02	0		
NGI_TR		0,75	0	
NGI_UA				
NGI_UK	1,29	0,6	0,25	0,36
ROC_Canada	0	0,93		
ROC_LA	3,04	0	0,52	
Russia	0,28	0,59	0	0,43

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