



**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)

		2019-09			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia			6,56		
AsiaPacific		0,15	3,05		2
CERN		0,22	0,2	0,8	0,53
NGI_AEGIS			7,12		
NGI_ARMGRID					
NGI_BG					
NGI_BY					
NGI_CH		3,52	0,38	1,16	
NGI_CHINA		6,13	0,41		
NGI_CZ			5,25		
NGI_DE		2,33	0,39	3,62	
NGI_FI					
NGI_FRANCE		0,74	1,39	0,21	0,6
NGI_GE					
NGI_GRNET		0,01	4,43		
NGI_HR					
NGI_HU					
NGI_IBERGRID		0,39	0,65		
NGI_IL		1,01			
NGI_IT		2,82	4,93	0,28	
NGI_NDGF			0,49		
NGI_NL		0,62	1,19	0,56	
NGI_PL		3,69	1,52	0,25	
NGI_RO		0,05	0,45		
NGI_SI					
NGI_SK		0	0,14		
NGI_TR			0,39		
NGI_UA			7,41		
NGI_UK		1,07		1,68	0,09
ROC_Canada		0,49			
ROC_LA		3,3	2,15	0,33	
Russia		0,69	0,42	0,4	

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