



Audience: EGI infrastructure

Report author: EGI Operations operations@egi.eu

Service: Quality of support

Month 2019-10

Documentation: https://wiki.egi.eu/wiki/Service_Level_Target_-_Quality_of_Support

Data source: https://ggus.eu/?mode=report_view

Resource centre	Operations Centre	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
100IT	NGI_UK		14,28		
BEgrid-BELNET	NGI_NL			0,38	
CESGA	NGI_IBERGRID		2,43		
CESNET-MetaCloud	NGI_CZ				
CLOUDIFIN	NGI_RO		0,01		
CYFRONET-CLOUD	NGI_PL				
GWDG-CLOUD	NGI_DE				
IFCA-LCG2	NGI_IBERGRID		4,05		
IISAS-FedCloud	NGI_SK	0,09	0,33		
IISAS-GPUCloud	NGI_SK				
IISAS-Nebula	NGI_SK				
IN2P3-IRES	NGI_FRANCE		2,37	0,49	
INFN-CATANIA-STACK	NGI_IT		0,11		
INFN-PADOVA-STACK	NGI_IT		1,06		
NCG-INGRID-PT	NGI_IBERGRID		0,68		
RECAS-BARI	NGI_IT	0	0,37		
SCAI	NGI_DE		0,08		
TR-FC1-ULAKBIM	NGI_TR				
UA-BITP	NGI_UA				
UNIV-LILLE	NGI_FRANCE		0,16		
UPV-GRyCAP	NGI_IBERGRID				

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