



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	2019-10			
	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia		5,6		
AsiaPacific	3,16	3,27		
CERN	0,16	2,82	0,41	0,28
NGI_AEGIS				
NGI_ARMGRID				
NGI_BG				
NGI_BY				
NGI_CH	0,17	0,65	0	
NGI_CHINA		1,66		
NGI_CZ				
NGI_DE	1,8	1,38	2,62	0
NGI_FI				
NGI_FRANCE	1,62	0,19	0,61	
NGI_GE				
NGI_GRNET		2,07		
NGI_HR				
NGI_HU		0,08		
NGI_IBERGRID	0,14	0,68	0	0,27
NGI_IL	3,06	0,37		0,16
NGI_IT	1,94	2,42	0,88	0,02
NGI_NDGF	2,51			
NGI_NL	0,23	2,92	0,38	0
NGI_PL	3,27	1,45	2,3	
NGI_RO	0,35	0,01		
NGI_SI		0,39		
NGI_SK	0,06	0,12		
NGI_TR		1,64		
NGI_UA				
NGI_UK	0,45	0,86	0,43	0
ROC_Canada	0,4	0,17		0,27
ROC_LA	5,62		0	
Russia	0,5	0,02	0	0,04

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