



Audience: EGI infrastructure

Report author: EGI Operations operations@egi.eu

Service: Quality of support

Month 2019-12

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				
BEgrid-BELNET	NGI_NL				
CESGA	NGI_IBERGRID	0,08	0		
CESNET-MetaCloud	NGI_CZ				
CLOUDIFIN	NGI_RO				
CYFRONET-CLOUD	NGI_PL				
GWDG-CLOUD	NGI_DE				
IFCA-LCG2	NGI_IBERGRID		2,67		
IISAS-FedCloud	NGI_SK				
IISAS-GPUCloud	NGI_SK				
IISAS-Nebula	NGI_SK				
IN2P3-IRES	NGI_FRANCE				
INFN-CATANIA-STACK	NGI_IT	0,01			
INFN-PADOVA-STACK	NGI_IT				
NCG-INGRID-PT	NGI_IBERGRID	0,91	1,91		
RECAS-BARI	NGI_IT				
SCAI	NGI_DE				
TR-FC1-ULAKBIM	NGI_TR				
UA-BITP	NGI_UA				
UNIV-LILLE	NGI_FRANCE				
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