



**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	2019-12			
	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia				
AsiaPacific	2,07	5,01		
CERN	0,08	2,71		2,68
NGI_AEGIS				
NGI_ARMGRID				
NGI_BG				
NGI_BY				
NGI_CH	0,67	0,52		
NGI_CHINA	0,36			
NGI_CZ	0,11	4,69		
NGI_DE	2,75	2,64		
NGI_FI				
NGI_FRANCE	1,43	3,57	1,84	
NGI_GE				
NGI_GRNET				
NGI_HR				
NGI_HU		0		
NGI_IBERGRID	2	1,58	0,06	0,01
NGI_IL	0,48	0		
NGI_IT	1,73	0,34	0,03	
NGI_NDGF	0,07			
NGI_NL	0,35	4,23	0,2	
NGI_PL	0,65	0,16		
NGI_RO	1,18	0,02	0	
NGI_SI	0,01			
NGI_SK	9,43			
NGI_TR		0,77		
NGI_UA				
NGI_UK	0,43	0,43	0,75	
ROC_Canada	1,18			
ROC_LA	2,46	0	1,48	
Russia	0,77	0,24	0,05	

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