



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	2020-01			
	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia	9,93			
AsiaPacific	4,37	1,46		
CERN	0,1	1,16	0,04	0
NGI_AEGIS				
NGI_ARMGRID				
NGI_BG				
NGI_BY				
NGI_CH	0,32	0,1		
NGI_CHINA	0,03	3,38		1
NGI_CZ	0,03			
NGI_DE	0,42	0,66		
NGI_FI				
NGI_FRANCE	2,97	2,39	0	
NGI_GE				
NGI_GRNET				
NGI_HR				
NGI_HU				
NGI_IBERGRID	2,36	0,26		
NGI_IL	4,03		0	
NGI_IT	1,26	1,79	23	
NGI_NDGF	0,48	1,61		
NGI_NL	2,95	0,24		
NGI_PL		2,82	5,98	
NGI_RO				
NGI_SI	4,25			
NGI_SK		0,01		
NGI_TR	0,34	1,26		
NGI_UA	2,23			
NGI_UK	0,74	0,49	0,72	0,65
ROC_Canada	0,77	0,49		
ROC_LA	5,38		0,43	
Russia	1,08	0,25		

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