



Audience: EGI infrastructure

Report author: EGI Operations operations@egi.eu

Service: Quality of support

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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		0,14	1,25	
CESGA	NGI_IBERGRID		7,17		
CESNET-MCC	NGI_CZ		2,59		
CLOUDIFIN	NGI_RO		0,02		
CYFRONET-CLOUD	NGI_PL				
GWDG-CLOUD	NGI_DE				
IFCA-LCG2	NGI_IBERGRID		0,67		
IISAS-FedCloud	NGI_SK		0,02		
IISAS-GPUCloud	NGI_SK		0,02		
IISAS-Nebula	NGI_SK				
IN2P3-IRES	NGI_FRANCE		4,49		
INFN-CATANIA-STACK	NGI_IT				
INFN-PADOVA-STACK	NGI_IT		9,04		
NCG-INGRID-PT	NGI_IBERGRID	0,47	0,64		
RECAS-BARI	NGI_IT		7,36		
SCAI	NGI_DE		5,59		
TR-FC1-ULAKBIM	NGI_TR		0,24		
UA-BITP	NGI_UA				
UNIV-LILLE	NGI_FRANCE		0,37		
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