



**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)

|              |  | 2020-02             |                |                        |                      |
|--------------|--|---------------------|----------------|------------------------|----------------------|
| NGI          |  | less urgent<br>[wd] | urgent<br>[wd] | very<br>urgent<br>[wd] | top priority<br>[wd] |
| AfricaArabia |  | 6,22                |                |                        |                      |
| AsiaPacific  |  | 0,07                | 3,57           |                        |                      |
| CERN         |  | 0,6                 | 0,72           | 0,23                   | 0,43                 |
| NGI_AEGIS    |  |                     |                |                        |                      |
| NGI_ARMGRID  |  |                     |                |                        |                      |
| NGI_BG       |  |                     |                |                        |                      |
| NGI_BY       |  |                     | 0,18           |                        |                      |
| NGI_CH       |  | 0,03                | 0,72           | 0,02                   |                      |
| NGI_CHINA    |  | 0                   | 0,55           |                        |                      |
| NGI_CZ       |  |                     | 2,59           |                        |                      |
| NGI_DE       |  | 0,01                | 2,27           | 0,27                   | 0,18                 |
| NGI_FI       |  |                     |                |                        |                      |
| NGI_FRANCE   |  | 2,41                | 5,41           |                        |                      |
| NGI_GE       |  |                     |                |                        |                      |
| NGI_GRNET    |  |                     |                |                        |                      |
| NGI_HR       |  |                     | 0              |                        |                      |
| NGI_HU       |  |                     |                |                        |                      |
| NGI_IBERGRID |  | 0,64                | 0,96           |                        | 0,02                 |
| NGI_IL       |  | 0,11                | 0,17           |                        |                      |
| NGI_IT       |  | 1,28                | 2,83           | 0,62                   |                      |
| NGI_NDGF     |  | 1,77                | 3,05           |                        |                      |
| NGI_NL       |  | 1,1                 | 0,01           | 0,18                   |                      |
| NGI_PL       |  |                     | 0,36           | 0,37                   |                      |
| NGI_RO       |  |                     | 0,02           | 0                      |                      |
| NGI_SI       |  |                     | 0,31           |                        |                      |
| NGI_SK       |  | 1,44                | 0,05           |                        |                      |
| NGI_TR       |  | 0                   | 0,24           |                        |                      |
| NGI_UA       |  | 0,22                |                |                        |                      |
| NGI_UK       |  | 0,35                | 0,62           | 0,5                    |                      |
| ROC_Canada   |  | 1,28                | 0,25           |                        |                      |
| ROC_LA       |  | 2,38                | 0,27           | 0,17                   |                      |
| Russia       |  | 0,73                | 1,47           | 0                      |                      |

| Legend                 | QoS    | less urgent<br>[wd] | urgent<br>[wd] | very<br>urgent<br>[wd] | top priority<br>[wd] |
|------------------------|--------|---------------------|----------------|------------------------|----------------------|
| Response time exceeded | Medium | 5                   | 5              | 1                      | 1                    |
| Response time in line  |        |                     |                |                        |                      |

[wd] = working days