



**Audience:** EGI infrastructure

**Report author:** EGI Operations operations@egi.eu

**Service:** Quality of support

**Month** 2020-03

**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)

Resource centre	Operations Centre	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
<a href="#">100IT</a>	<a href="#">NGI_UK</a>				
<a href="#">CESGA</a>	<a href="#">NGI_IBERGRID</a>	2,88			
<a href="#">CESNET-MCC</a>	<a href="#">NGI_CZ</a>	3,07	0,24		
<a href="#">CLOUDIFIN</a>	<a href="#">NGI_RO</a>				
<a href="#">CYFRONET-CLOUD</a>	<a href="#">NGI_PL</a>				
<a href="#">GWDG-CLOUD</a>	<a href="#">NGI_DE</a>				
<a href="#">IFCA-LCG2</a>	<a href="#">NGI_IBERGRID</a>		1,45	0,89	
<a href="#">IISAS-FedCloud</a>	<a href="#">NGI_SK</a>		0,05		
<a href="#">IISAS-GPUCloud</a>	<a href="#">NGI_SK</a>				
<a href="#">IISAS-Nebula</a>	<a href="#">NGI_SK</a>				
<a href="#">IN2P3-IRES</a>	<a href="#">NGI_FRANCE</a>		8,5	0,01	
<a href="#">INFN-CATANIA-STACK</a>	<a href="#">NGI_IT</a>	24,12			
<a href="#">INFN-PADOVA-STACK</a>	<a href="#">NGI_IT</a>				
<a href="#">NCG-INGRID-PT</a>	<a href="#">NGI_IBERGRID</a>	0,02	0,34		
<a href="#">RECAS-BARI</a>	<a href="#">NGI_IT</a>				
<a href="#">SCAI</a>	<a href="#">NGI_DE</a>				
<a href="#">TR-FC1-ULAKBIM</a>	<a href="#">NGI_TR</a>				
<a href="#">UA-BITP</a>	<a href="#">NGI_UA</a>		17		
<a href="#">UNIV-LILLE</a>	<a href="#">NGI_FRANCE</a>				
<a href="#">UPV-GRyCAP</a>	<a href="#">NGI_IBERGRID</a>				

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