



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	2020-03			
	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia		10,94		
AsiaPacific	1	8,94	0,74	2,47
CERN	2,27	0,24	0,23	0,22
NGI_AEGIS				
NGI_ARMGRID				
NGI_BG				
NGI_BY				
NGI_CH	0,96	1,41		0
NGI_CHINA				
NGI_CZ	3,07	0,62	4,26	
NGI_DE	1,33	2,35	2,18	0,28
NGI_FI				
NGI_FRANCE	1,03	4,06	0,72	0,12
NGI_GE				
NGI_GRNET				
NGI_HR				
NGI_HU		0		
NGI_IBERGRID	0,34	0,71	0,06	0
NGI_IL				
NGI_IT				
NGI_NDGF	1,49	1,05		
NGI_NL	0,02	3,5	0,54	
NGI_PL	0,79	9	10,11	
NGI_RO		0		
NGI_SI	0,59			
NGI_SK	3,66	0,07		
NGI_TR	1,43	0,32		
NGI_UA		6,17		
NGI_UK	1,05	1,05	0,44	0,05
ROC_Canada	1,17	2,18	1,27	
ROC_LA	13,04	0,5		
Russia	0,01	1,48	0	

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