



Audience: EGI infrastructure

Report author: EGI Operations operations@egi.eu

Service: Quality of support

Month 2020-08

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				
CESGA	NGI_IBERGRID				
CESNET-MCC	NGI_CZ				
CETA-GRID	NGI_IBERGRID				
CLOUDIFIN	NGI_RO				
CYFRONET-CLOUD	NGI_PL				
DESY-HH	NGI_DE		1,46	0,5	
fedcloud.srce.hr	NGI_HR				
GWDG-CLOUD	NGI_DE				
IFCA-LCG2	NGI_IBERGRID	1,5	1,5		
IISAS-FedCloud	NGI_SK				
IISAS-GPUCloud	NGI_SK				
IISAS-Nebula	NGI_SK				
IN2P3-IRES	NGI_FRANCE		0,39		
INFN-CATANIA-STACK	NGI_IT				
INFN-PADOVA-STACK	NGI_IT		0,66		
Kharkov-KIPT-LCG2	NGI_UA		2,54		
NCG-INGRID-PT	NGI_IBERGRID				
RECAS-BARI	NGI_IT		0,38	0,71	
SCAI	NGI_DE				
TR-FC1-ULAKBIM	NGI_TR				
UA-BITP	NGI_UA				
UNIV-LILLE	NGI_FRANCE				
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