



**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	2020-08			
	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia				
AsiaPacific	1,55	3,72	2	
CERN	0,28	0,08	0,14	
NGI_AEGIS				
NGI_ARMGRID				
NGI_BG				
NGI_BY				
NGI_CH	0	1,77		
NGI_CHINA		0,62	0	
NGI_CZ		0,04		
NGI_DE	0,21	0,65	0,25	
NGI_FI				
NGI_FRANCE	0,77	0,93	2,26	
NGI_GRNET	9,74	6,3		
NGI_HR				
NGI_HU		0,3		
NGI_IBERGRID	0,11	1,06		
NGI_IL				
NGI_IT	9,21	2,07	2,16	
NGI_NDGF	3,47	0,85		
NGI_NL	0,04	0,76	0	
NGI_PL	0,51	0,53		
NGI_RO	0,14	0,2		
NGI_SI	1,02		1,25	
NGI_SK	0	0,44		
NGI_TR	1,04	0,61		
NGI_UA				
NGI_UK	0,49	0,56	0,66	
ROC_Canada	2,93	1,6		
ROC_LA		0,69	1,24	
Russia	0,72	0,21	0,33	0

Legend	QoS	less urgent	urgent	very	top priority
		[wd]	[wd]	urgent [wd]	[wd]
Response time exceeded	Medium	5	5	1	1
Response time in line					

[wd] = working days