



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

NGI	2020-09			
	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia				
AsiaPacific	1,5	2,8	1,66	3,09
CERN	0,15	0		0,47
NGI_AEGIS				
NGI_ARMGRID				
NGI_BG				
NGI_BY		3,21		
NGI_CH	0	0,97		
NGI_CHINA	12,44	0,44		
NGI_CZ				
NGI_DE	0,17	0,26		
NGI_FI				
NGI_FRANCE	0,81	0,75	1,27	
NGI_GRNET		1,42		
NGI_HR	0,01			
NGI_HU				
NGI_IBERGRID	1,73	0,59		
NGI_IL	4,8	0,17		
NGI_IT	4	0,77	6,38	
NGI_NDGF	0,94	0,47		
NGI_NL	0,22	0,62	0,03	0,02
NGI_PL	0,49	4,46		
NGI_RO	0,01			
NGI_SI	0			
NGI_SK				
NGI_TR	1,16	0,02		
NGI_UA				
NGI_UK	0,38	0,08	0,1	
ROC_Canada	1,51			
ROC_LA	4,04		6,16	
Russia	0,78	0,19	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