



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	2020-10			
	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia				
AsiaPacific	1,99	2,17	1	
CERN	0,07	0,33	0	0,38
NGI_AEGIS				
NGI_ARMGRID				
NGI_BG				
NGI_BY				
NGI_CH	0	3,03	13,63	
NGI_CHINA		1,82	0	
NGI_CZ	0			
NGI_DE	0	0,64		0
NGI_FI				
NGI_FRANCE	1,14	1,09	0,41	
NGI_GRNET	0,22	0,95		
NGI_HR		1,24		
NGI_HU	0,8	0		
NGI_IBERGRID	1,22	0,58	1,53	
NGI_IL	4			
NGI_IT	2,98	0,62	0,93	0,5
NGI_NDGF	0,23	5,74		
NGI_NL	0	0,98	0	
NGI_PL	3,55	1,07	0	
NGI_RO	0,03		0	
NGI_SI				
NGI_SK		0,03		
NGI_TR		0	0	
NGI_UA	1,06		0	
NGI_UK	0,38	1,47	1,52	
ROC_Canada	0	0,51		
ROC_LA	0,76		0,54	
Russia	0,6	0,06	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