



**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	2020-11			
	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia		1,56		
AsiaPacific	3,7	0,97		
CERN	0,48	0,02		0,24
NGI_AEGIS				
NGI_ARMGRID				
NGI_BG				
NGI_BY				
NGI_CH	0	2,01		
NGI_CHINA	1,75	7,67		
NGI_CZ	0,01			
NGI_DE	0,62	0,27	0	0,05
NGI_FI				
NGI_FRANCE	1,26	2,66	2,08	
NGI_GRNET		1,05	2,15	
NGI_HR				
NGI_HU		0		
NGI_IBERGRID	1,48	0,16		
NGI_IL				
NGI_IT	0,74	0,83	1,1	
NGI_NDGF	1	0,71		
NGI_NL	0,18	0,51	0,1	
NGI_PL	0,75	0,4		
NGI_RO			0	
NGI_SI				
NGI_SK	0,24	1,12		
NGI_TR	0			
NGI_UA	19,25			
NGI_UK	0,29	0,83	0,14	
ROC_Canada	0,59			
ROC_LA				
Russia	2,23	0,36	0	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