



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

		2020-12			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia			0,8		
AsiaPacific		0,93	2,78		
CERN		1,65		2,3	
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG					
NGI_BY					
NGI_CH		0,2			
NGI_CHINA		0,83	1,34		
NGI_CZ		0,58	0,03		
NGI_DE		3,84	0,21		
NGI_FI			6,34		
NGI_FRANCE		0,51	1,9	0,4	0
NGI_GRNET					
NGI_HR					
NGI_HU					
NGI_IBERGRID		0,76	1,12		0,13
NGI_IL		0			
NGI_IT		4,17	3,16	0,08	
NGI_NDGF		5	1,44		
NGI_NL		0,08	4,61	0,14	
NGI_PL		1			
NGI_RO			0,03	0	0,04
NGI_SI		1,53	3,26		
NGI_SK		0,57	0,09		
NGI_TR		2,17	0,04		
NGI_UA					
NGI_UK		0,35	1,23	2,76	0,17
ROC_Canada		0,07			
ROC_LA		0			
Russia		1,1	0,12	0	

Legend		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