



Audience: EGI infrastructure
Report author: EGI Operations operations@egi.eu
Service: Quality of support
Frequency: Monthly
Documentation <https://confluence.egi.eu/display/EGISLM/Service+Level+Target+--+Quali>
Data source: https://ggus.eu/?mode=report_view

NGI	2021-02			
	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia	1,18	20,09		
AsiaPacific	0,03	4,75	1,41	
CERN	0,35	0,2		0,17
NGI_AEGIS				
NGI_ARMGRID				
NGI_BG				
NGI_BY		0,68		
NGI_CH	3,1	0,33		1,8
NGI_CHINA	0,77	0,59	5,87	
NGI_CZ	0,97			
NGI_DE	1,64	1,54	0	
NGI_FI				
NGI_FRANCE	1,38	6,2	4,29	
NGI_GRNET		3,65		
NGI_HR				
NGI_HU				
NGI_IBERGRID	1,09	1,98	0	0
NGI_IL		18,13		
NGI_IT	0,77	3,52	1,84	
NGI_NDGF		0,14		
NGI_NL	0,15	1	0,03	0,04
NGI_PL		4,58		
NGI_RO	0,03	0,03	0	
NGI_SI				
NGI_SK	0	0		
NGI_TR	0,12	0		
NGI_UA	20,42			
NGI_UK	1,37	0,72	0,28	0,37
ROC_Canada	0,16	0,5	0,65	
ROC_LA	0,12	13,13	0,41	
Russia	0,33	1,22	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