



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

		2021-03			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia					
AsiaPacific		0.49	1.08	0	
CERN		0.62	0	1.16	0.19
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG					
NGI_BY					
NGI_CH		3.25	1.18	0.31	
NGI_CHINA			3		9.55
NGI_CZ		0.32	4.78		
NGI_DE		0.1	0.49	0	
NGI_FI					
NGI_FRANCE		1.13	0.68	0.25	
NGI_GRNET					
NGI_HR			4.67		
NGI_HU			0.56		
NGI_IBERGRID		1.03	0.85	0	0.01
NGI_IL		0.25	0.15		
NGI_IT		0.34	3.68	0.11	0
NGI_NDGF			1.09		
NGI_NL		0.38	0.16	0.11	
NGI_PL		0	3.83		
NGI_RO		0.01	0.06		
NGI_SI				0.33	
NGI_SK		1.12	0.07	0	
NGI_TR		0.24			
NGI_UA			0.02		
NGI_UK		0.63	0.58	0.28	6.46
ROC_Canada		1.18	0.5		
ROC_LA		0.18	1.76		
Russia		0.21	0.25		0.04

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