



**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](https://ggus.eu/?mode=report+view)

		2021-04			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia					
AsiaPacific		2.28	1.71	0.76	
CERN		0.06	0.48	5	0.1
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG					
NGI_BY					
NGI_CH		0.18	1.95		
NGI_CHINA		0.93	2.7		0.19
NGI_CZ					
NGI_DE		0.32	0.51	0.42	0.06
NGI_FI					
NGI_FRANCE		2.3	1.77	0.89	
NGI_GRNET		0.03			
NGI_HR					
NGI_HU			0.2		
NGI_IBERGRID		2.21	0.22	0.05	
NGI_IL			0		
NGI_IT		0.69	1.67	0.51	0
NGI_NDGF		1.43	3.83		
NGI_NL		2.03	0.74		0.08
NGI_PL					
NGI_RO		0	0.01	0.06	
NGI_SI					
NGI_SK		0.1			
NGI_TR			0.01		
NGI_UA		21.44	0.06		
NGI_UK		0.96	0.74	0.91	
ROC_Canada		0.51	0		0.06
ROC_LA		7.79	0.27		
Russia		0.75	0.3	0.01	0.07

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