



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

		2021-05			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia					
AsiaPacific		0.1	1.22		
CERN		0.54	1.33	0.13	0.21
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG					
NGI_BY					
NGI_CH		0.27	0		
NGI_CHINA		0.27			
NGI_CZ		0.97			
NGI_DE		0.3	0.44		
NGI_FI					
NGI_FRANCE		0.78	1.79	0.03	0.71
NGI_GRNET					
NGI_HR					
NGI_HU			0.03		
NGI_IBERGRID		0.49	1.25		
NGI_IL		0.94	1.68		0.03
NGI_IT					
NGI_NDGF			1.53		
NGI_NL		0.15		0.03	1.75
NGI_PL			0.21		
NGI_RO		0.02	0.01		
NGI_SI		0.5	0	0.45	
NGI_SK		0.03			
NGI_TR		0	0.55		
NGI_UA		1.36			
NGI_UK		0.47	0.84	0.22	0.99
ROC_Canada		0.1			
ROC_LA		4.39			
Russia		2.79	0.37	0.2	

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