



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

		2021-06			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia			6.35		
AsiaPacific		0.25	1.83		0
CERN		2.13	1.88	0.84	0.19
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG					
NGI_BY		1.84	0.95		
NGI_CH		10.47	2.83		
NGI_CHINA		6.13	1.83	2.68	
NGI_CZ		9.48	0.95		
NGI_DE		0.17	2.93	0.25	
NGI_FI		6.24			
NGI_FRANCE		2.1	3.15	3.24	3.7
NGI_GRNET					
NGI_HR		0.06			
NGI_HU		0.94			
NGI_IBERGRID		3.94	2.54		0.27
NGI_IL		0.19	0.95		
NGI_IT		1.41	1.87	0.02	0.03
NGI_NDGF		5.03	2.52		
NGI_NL		0.22	3.55	0.08	0
NGI_PL		5.92	0.36		
NGI_RO		1.35	0.37	0	
NGI_SI		1.77	6.56		
NGI_SK		0.95	4.11		
NGI_TR		0.17	0.1		
NGI_UA		1.06	7.62		
NGI_UK		1.27	1.41	0.94	1.14
ROC_Canada		1.12	0.81		0.35
ROC_LA		2.31	5.81	0.54	
Russia		0.83	1.34	0	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