



**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)

		2021-07			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia					
AsiaPacific		3.88	1.29		0
CERN		0.46	1.79	0.06	2.15
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG					
NGI_BY		0.51			
NGI_CH		0.97	0	1.44	5.3
NGI_CHINA				8.32	
NGI_CZ		0	2.06		
NGI_DE		0.3	0.48	0	
NGI_FI					
NGI_FRANCE		1.31	2.09	0.06	0.81
NGI_GE			2		
NGI_GRNET					
NGI_HR					
NGI_HU			0.05		
NGI_IBERGRID		1.19	0.08	0.04	
NGI_IL		0.02	0.08	0	
NGI_IT		0.3	1.15	0.77	
NGI_NDGF		0	4.83		
NGI_NL		0.13	1.75	0.03	
NGI_PL			0.02		0.02
NGI_RO		0.26			0.02
NGI_SI		0.22			
NGI_SK		0.15			
NGI_TR		2	0.46		
NGI_UA		8.67	0		
NGI_UK		0.74	1.44	2.28	0.65
ROC_Canada		1.42	0.02		
ROC_LA		0.44	0.75		
Russia		0.22	0.27	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