



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

		2021-08			
NGI		urgent [wd]	very urgent [wd]	top priority [wd]	
AfricaArabia		8.71			
AsiaPacific		8.86	3.64		
CERN		2.2	2	1.14	10.33
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG					
NGI_BY					
NGI_CH		2.63	0		
NGI_CHINA			3		
NGI_CZ					
NGI_DE		4.58	0.16		
NGI_FI					
NGI_FRANCE		0.14	2.17	5.24	
NGI_GE					
NGI_GRNET					
NGI_HR			0		
NGI_HU					
NGI_IBERGRID		0.54	0.22		
NGI_IL		0.51	0		
NGI_IT		1.78	1.49	0.02	
NGI_NDGF		6	2.81		
NGI_NL			1.41	0.03	0
NGI_PL		0	0		0.01
NGI_RO		7.09		0	
NGI_SI		0.63	0.72		
NGI_SK		0.16			
NGI_TR		0.37	0.62		0.01
NGI_UA		0.91	0.2	0.31	0.44
NGI_UK					
ROC_Canada		1	11.4	1	
ROC_LA			2		
Russia		1.16	0.6		

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