



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

		2021-09			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia					
AsiaPacific		4.95	1.11		0.15
CERN		0.37	0.04	0.2	0.11
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG		4			
NGI_BY		7.27			
NGI_CH			0.11		
NGI_CHINA		0			
NGI_CZ		0.38			
NGI_DE		2.74	0.18	0.34	0.08
NGI_FI					
NGI_FRANCE		2.4	5.18	1.57	0.08
NGI_GE					
NGI_GRNET		20.12			
NGI_HR					
NGI_HU		0			
NGI_IBERGRID		2.06	0.16		
NGI_IL		9.31			
NGI_IT		3.43	3.15		
NGI_NDGF		5.4	1.02		
NGI_NL		0.99	0.76	0.01	
NGI_PL		0.49	0.11	0	
NGI_RO		0		0	
NGI_SI		5.42			
NGI_SK		1.17			0.27
NGI_TR		4.07	0.09		0.02
NGI_UA		0			
NGI_UK		2.04	0.21	0.21	1.54
ROC_Canada		1.44			
ROC_LA		3.4		0.22	
Russia		1.44	0.83	0.11	

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