



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>
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NGI	2021-10			
	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia	7			
AsiaPacific				
CERN	0.01	0.01		0.14
NGI_AEGIS				
NGI_ARMGRID				
NGI_BG	0.17	0		
NGI_BY				
NGI_CH		0.01		
NGI_CHINA	1.58	1.12	0	
NGI_CZ	0.05	0		
NGI_DE	0.06	2.39	0.74	2.4
NGI_FI				
NGI_FRANCE	2.75	0.38	0.2	
NGI_GE				
NGI_GRNET				
NGI_HR				
NGI_HU				
NGI_IBERGRID	0.68	0.53	0.91	0.32
NGI_IL	0.01			
NGI_IT	2.77	1.85	0.6	2.93
NGI_NDGF	2.5	0.56	0.03	
NGI_NL	0.01	0.11	0.94	
NGI_PL	10	4	0.17	
NGI_RO	0			
NGI_SI				
NGI_SK	0.02	0		
NGI_TR		0.02	0	
NGI_UA	3.62			
NGI_UK	2.03	0.39	0.35	0.08
ROC_Canada	0.46	0.52		2.36
ROC_LA	2.95		0.44	1.7
Russia	5.88			

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