



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+-+Qua>
Data source: https://ggus.eu/?mode=report_view

NGI	2021-11			
	less urgent [wd]	urgent [wd]	very urgent	top priority [wd]
AfricaArabia				
AsiaPacific	2.93	3.41	2.49	
CERN	1.94	0.42		0.5
NGI_AEGIS				
NGI_ARMGRID				
NGI_BG		0		
NGI_BY				
NGI_CH	0.23	0.48		
NGI_CHINA	4.48	0.64	2.59	
NGI_CZ	0			
NGI_DE	0.34	0.29		
NGI_FI				
NGI_FRANCE	1.45	2.14	7.82	0.01
NGI_GRNET				
NGI_HR				
NGI_HU		0		
NGI_IBERGRID	3.23	0.34	0.71	
NGI_IL	1.22	0.02		
NGI_IT	1.05	2.48	0.05	0
NGI_NDGF	1.87	2.32		
NGI_NL	0.12	2.48		
NGI_PL	3.06	0.28	0.09	
NGI_RO	0.01			
NGI_SI	1.07			
NGI_SK	1.04	2.52		0.33
NGI_TR	2.89	0.04		
NGI_UA	2.04			
NGI_UK	0.76	0.71	0.46	0.16
ROC_Canada	0.18	1.41		0.33
ROC_LA	4.65		0.12	
Russia	1.4	0.73	0.02	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