



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

NGI	2021-12			
	less urgent [wd]	urgent [wd]	very urgent	top priority [wd]
AfricaArabia				
AsiaPacific	6.51	1.91		
CERN	0.11	0.19		0.03
NGI_AEGIS				
NGI_ARMGRID				
NGI_BG	0			
NGI_BY				
NGI_CH		0.5		
NGI_CHINA	11.18			
NGI_CZ				
NGI_DE	1.05	0.27		
NGI_FI				
NGI_FRANCE	3.91	2.57		0.02
NGI_GRNET				
NGI_HR				
NGI_HU				
NGI_IBERGRID	1.2	0.27		
NGI_IL				
NGI_IT	1.68	1.84		0.62
NGI_NDGF	0.11			
NGI_NL	0	0.04		
NGI_PL	2.11			
NGI_RO	0		0.9	
NGI_SI			0.5	
NGI_SK	0.18			
NGI_TR	0	0.67		
NGI_UA				
NGI_UK	1.11	1.09	1.38	0.58
ROC_Canada	1.03	0	0.34	
ROC_LA	2			
Russia	0	3.61	0.73	

Legend	QoS	less urgent	urgent	very	top priority
		[wd]	[wd]	urgent	[wd]
Response time exceeded	Medium	5	5	1	1
Response time in line					

[wd] = working days