



**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](https://ggus.eu/?mode=report_view)

NGI	2022-01			
	less urgent [wd]	urgent [wd]	very urgent	top priority [wd]
AfricaArabia				
AsiaPacific	5.99	2.8	0.83	
CERN	0.38	0.13		0.05
NGI_AEGIS				
NGI_ARMGRID				
NGI_BG	3.53			
NGI_BY				
NGI_CH		1.04		
NGI_CHINA	0.53	3		
NGI_CZ	1.8			
NGI_DE	0.2	0.14	0.61	0.07
NGI_FI				
NGI_FRANCE	0.84	0.37	0.03	
NGI_GRNET				
NGI_HR				
NGI_HU				
NGI_IBERGRID	0.59	0.16		0.03
NGI_IL				
NGI_IT	2.01	2.11		
NGI_NDGF	0.03	3		
NGI_NL	0	3	0.26	
NGI_PL		0.35		0.09
NGI_RO	0.15	0		
NGI_SI				
NGI_SK	0.51			
NGI_TR	0.74	0.02		
NGI_UA	0			
NGI_UK	0.07	0.56	0.73	0.03
ROC_Canada	7.42	0.61		
ROC_LA	0.72			
Russia	1.16	1.97		0

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