



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

		2022-02			
NGI		less urgent [wd]	urgent [wd]	urgent [wd]	top priority [wd]
AfricaArabia					
AsiaPacific		3.99	2.78	1	
CERN		0.07	2.05		0.04
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG		5.13			
NGI_BY					
NGI_CH		0.3	0.96	0.07	
NGI_CHINA		0	0.8		
NGI_CZ		0.2			0.62
NGI_DE		1.55	0.25		
NGI_FI					
NGI_FRANCE		0.38	2.62	0.02	0.89
NGI_GRNET			0.43		
NGI_HR					
NGI_HU					
NGI_IBERGRID		1.44	0.45	0.05	
NGI_IL		0.06			
NGI_IT		3.68	0.74	0.01	
NGI_NDGF		4.65	0.87		
NGI_NL		1.44	1.1	0.39	0
NGI_PL		0.13	0.31		
NGI_RO		0.18	0.35	0.01	
NGI_SI		10.92			
NGI_SK					
NGI_TR		0	1.75		
NGI_UA		0.13	0.15		
NGI_UK		0.66	0.61	0.19	0.17
ROC_Canada		2.98			
ROC_LA		0.47		0.36	
Russia		1.43	0.49	0.49	

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