



**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          | 2022-03             |                |                |                      |
|--------------|---------------------|----------------|----------------|----------------------|
|              | less urgent<br>[wd] | urgent<br>[wd] | very<br>urgent | top priority<br>[wd] |
| AfricaArabia | 0.04                | 2.31           | 2.08           |                      |
| AsiaPacific  | 2.64                | 3.61           |                |                      |
| CERN         | 0.63                | 1              | 0.12           | 0.04                 |
| NGI_AEGIS    |                     |                |                |                      |
| NGI_ARMGRID  |                     |                |                |                      |
| NGI_BG       |                     |                |                |                      |
| NGI_BY       |                     |                |                |                      |
| NGI_CH       | 0.16                | 0.14           | 0.05           |                      |
| NGI_CHINA    | 4.11                | 5.52           |                |                      |
| NGI_CZ       | 0                   |                |                |                      |
| NGI_DE       | 0.56                | 1.45           | 0.3            | 0.01                 |
| NGI_FI       |                     |                |                |                      |
| NGI_FRANCE   | 4.18                | 0.68           |                | 0.83                 |
| NGI_GRNET    |                     |                |                |                      |
| NGI_HR       |                     |                |                |                      |
| NGI_HU       |                     | 0              |                |                      |
| NGI_IBERGRID | 0.25                | 0.32           | 0.01           | 0                    |
| NGI_IL       |                     | 0.01           |                |                      |
| NGI_IT       | 1.57                | 4.9            |                | 0.13                 |
| NGI_NDGF     | 7.57                | 0.43           |                |                      |
| NGI_NL       | 0                   | 4.09           |                |                      |
| NGI_PL       | 4.64                | 5.55           |                | 0.07                 |
| NGI_RO       |                     |                | 0              |                      |
| NGI_SI       |                     |                |                |                      |
| NGI_SK       | 0                   |                |                |                      |
| NGI_TR       |                     | 0.57           |                |                      |
| NGI_UA       |                     |                |                |                      |
| NGI_UK       | 2.31                | 0.95           | 0.16           | 0.17                 |
| ROC_Canada   | 5                   |                |                |                      |
| ROC_LA       | 0.66                |                |                |                      |
| Russia       | 0.47                | 0.27           | 0              | 0                    |

| Legend                 | QoS    | less urgent<br>[wd] | urgent<br>[wd] | very<br>urgent<br>[wd] | top priority<br>[wd] |
|------------------------|--------|---------------------|----------------|------------------------|----------------------|
| Response time exceeded | Medium | 5                   | 5              | 1                      | 1                    |
| Response time in line  |        |                     |                |                        |                      |

[wd] = working days