



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	2022-04			
	less urgent [wd]	urgent [wd]	urgent [wd]	top priority [wd]
AfricaArabia				
AsiaPacific	1.03	8.18	0.02	
CERN	0.59	0.56	0.01	1.66
NGI_AEGIS				
NGI_ARMGRID				
NGI_BG		0.65		
NGI_BY				
NGI_CH	0.43	1	0.66	
NGI_CHINA	0.12			
NGI_CZ		0.56		
NGI_DE	0.68	0.1		0.03
NGI_FI				
NGI_FRANCE	0.08	0.72	0.12	1.16
NGI_GRNET				
NGI_HR				
NGI_HU	2.9	0		
NGI_IBERGRID	1.39	0.24		
NGI_IL	0			
NGI_IT	2.87	0.37		
NGI_NDGF	7.65	9		
NGI_NL	3.57	2.13	0.03	
NGI_PL		0.03	0	
NGI_RO	0			
NGI_SI				
NGI_SK	0.1			
NGI_TR	0.07	0		
NGI_UA				
NGI_UK	0.61	0.37	0	
ROC_Canada	2.45	0.47		0.67
ROC_LA	1		0.06	
Russia	0.79	1.04	0	0.05

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