



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	2022-05			
	less urgent [wd]	urgent [wd]	very urgent	top priority [wd]
AfricaArabia				
AsiaPacific	1.72	1.37	1	2
CERN	1.65		3.49	0.05
NGI_AEGIS				
NGI_ARMGRID				
NGI_BG				
NGI_BY				
NGI_CH	0	0.15	0.69	
NGI_CHINA				
NGI_CZ	1.73	7.52		
NGI_DE	2.86	0.03	2.53	
NGI_FI				
NGI_FRANCE	0.1	2.01	1.77	10.1
NGI_GRNET				
NGI_HR				
NGI_HU			0	
NGI_IBERGRID		5.28	0.15	0.5
NGI_IL				
NGI_IT	2.59	3.12	6.16	0.76
NGI_NDGF	5.15		6.34	
NGI_NL	0.94	1.95	1.81	
NGI_PL		2.7		
NGI_RO	0.39		0	
NGI_SI	0	0.41	0.18	
NGI_SK	0.03	0.19		
NGI_TR	0.28	0.03		
NGI_UA				
NGI_UK	0.48	0.72	0.19	0.34
ROC_Canada	1.79	4.18		
ROC_LA	0.95			
Russia	0.36	0.23	0.15	

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