



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+-+Qua>
Data source: https://ggus.eu/?mode=report_view

		2022-06			
NGI		less urgent [wd]	urgent [wd]	very urgent	top priority [wd]
AfricaArabia					
AsiaPacific		1	2.9		
CERN		0.01	0.87	0.11	
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG		1.83			
NGI_BY					
NGI_CH		0.13	15.54	0.05	
NGI_CHINA		2	6.22		0.4
NGI_CZ		0	0.58		
NGI_DE		0.6	0.85	0.2	2
NGI_FI					
NGI_FRANCE		1.51	1.37		
NGI_GRNET					
NGI_HR		0.02			
NGI_HU		0.28			
NGI_IBERGRID		0	1.86		
NGI_IL		0.11	1.81		
NGI_IT		1.63	5.72	0.83	
NGI_NDGF		0.69	13.27		
NGI_NL		1.41	0.75		
NGI_PL		6.59	3.93		
NGI_RO		0.08	0.17		
NGI_SI			5.44		
NGI_SK		0.18	0.69		
NGI_TR		1.17	0.62		
NGI_UA			12.27		
NGI_UK		0.75	2.35	0	0.17
ROC_Canada		0.94	0.33		
ROC_LA		4.3	3.26		
Russia		0.04	3.76		

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