



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>
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		2022-07			
NGI		less urgent [wd]	urgent [wd]	very urgent	top priority [wd]
AfricaArabia					
AsiaPacific		1.75	1.73		
CERN		0.11	0.01	0.5	
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG					
NGI_BY					
NGI_CH		0.94	0.01		
NGI_CHINA		1.85			
NGI_CZ		1.4	0.89		
NGI_DE		0.09	0	2.61	0.27
NGI_FI					
NGI_FRANCE		1.94	2.47	0.14	
NGI_GRNET					
NGI_HR					
NGI_HU			0.04		
NGI_IBERGRID		0.19	1.04	0.4	
NGI_IL					
NGI_IT		3.97	1.36	0.11	0.65
NGI_NDGF		6	1.3		
NGI_NL		0.04	2.32		
NGI_PL					
NGI_RO				3.44	
NGI_SI		1.23			
NGI_SK		0.37			
NGI_TR		0	0.53		
NGI_UA					
NGI_UK		1.17	0.79	0.5	0.28
ROC_Canada		0.84			
ROC_LA		0.05	0.66		
Russia		2.06	0.29	0	

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