



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

NGI	2022-08			
	less urgent [wd]	urgent [wd]	very urgent	top priority [wd]
AfricaArabia				
AsiaPacific	6	5.09		
CERN	0	0.23		5.29
NGI_AEGIS				
NGI_ARMGRID				
NGI_BG				
NGI_BY				
NGI_CH	0.11	1.53		
NGI_CHINA	6.61			
NGI_CZ	2.21	11.03		
NGI_DE	1.08	2.43		0.01
NGI_FI				
NGI_FRANCE	0.17	3.23	2.65	
NGI_GRNET				
NGI_HR				
NGI_HU	0.36			
NGI_IBERGRID		1.72	1	
NGI_IL				
NGI_IT	2.43	5.5	0	0
NGI_NDGF	0	6.74		
NGI_NL	4	1.01		
NGI_PL		0.1		
NGI_RO	0.25			0
NGI_SI	0.04			
NGI_SK		0.18		
NGI_TR		0.21		
NGI_UA				
NGI_UK	1.14	0.3	0.41	1.04
ROC_Canada	0.53	0.33	1	
ROC_LA	0			
Russia	0.33	0.22		

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