



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

		2022-09			
NGI		less urgent [wd]	urgent [wd]	very urgent	top priority [wd]
AfricaArabia					
AsiaPacific		3.89	1.47	1.98	
CERN		0.32	0		
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG		0.89			
NGI_BY					
NGI_CH		0.24	2.69		
NGI_CHINA		5.4	0.48		
NGI_CZ		0.46	0.88		
NGI_DE		0.13	0.79		
NGI_FI					
NGI_FRANCE		1.36	1.56	0.3	1
NGI_GRNET		17.48			
NGI_HR					
NGI_HU		0.01			
NGI_IBERGRID		0.94	0.92		0
NGI_IL			0.19		
NGI_IT		2.44	0.38		
NGI_NDGF		1.29			
NGI_NL		0.09	0.31	0.93	
NGI_PL		0.14	0		
NGI_RO		0.04			
NGI_SI					
NGI_SK		0.24			
NGI_TR		9.63	0		
NGI_UA		8.7			
NGI_UK		0.91	0.05	0.27	
ROC_Canada		0.52	7.38	3.92	
ROC_LA		3.07		0.3	
Russia		1.74	0.2	0.13	

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