



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 | 2022-10 | | | |
|--------------|---------------------|----------------|----------------|----------------------|
| | less urgent [wd] | urgent [wd] | urgent [wd] | top priority [wd] |
| AfricaArabia | 6.14 | | | |
| AsiaPacific | 2.07 | 2.02 | | |
| CERN | 0.03 | 0.24 | | 0 |
| NGI_AEGIS | | | | |
| NGI_ARMGRID | | | | |
| NGI_BG | | | | |
| NGI_BY | | | | |
| NGI_CH | 1.67 | 3.29 | | |
| NGI_CHINA | 4.11 | | 0 | |
| NGI_CZ | 2.03 | 1.43 | | |
| NGI_DE | 0.34 | 1.85 | 0.01 | 1 |
| NGI_FI | | | | |
| NGI_FRANCE | 0.5 | 2.4 | 1.52 | 1.08 |
| NGI_GRNET | | | | |
| NGI_HR | | | | |
| NGI_HU | | | | |
| NGI_IBERGRID | 2.82 | 2.01 | | 0 |
| NGI_IL | | | | |
| NGI_IT | 1.13 | 2.28 | 1.2 | 0 |
| NGI_NDGF | 3.18 | 0.1 | 0.4 | |
| NGI_NL | 4.36 | 3.78 | 0.07 | |
| NGI_PL | | 4.06 | | |
| NGI_RO | 0.72 | | 0.01 | |
| NGI_SI | 0.04 | 0.48 | | |
| NGI_SK | 0 | 0.36 | | |
| NGI_TR | | 0.08 | | |
| NGI_UA | | | | 2.59 |
| NGI_UK | 1.59 | 1.09 | 0.8 | 2.76 |
| ROC_Canada | 1.92 | | | |
| ROC_LA | 0.47 | | 0.03 | |
| Russia | 0.06 | 0.13 | 0.36 | |

| 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