



**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++Qualit>  
**Data source:** [https://ggus.eu/?mode=report\\_view](https://ggus.eu/?mode=report_view)

		2022-11			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia					
AsiaPacific		1.97	1.62	0.27	
CERN		0.06	1.09	0.51	0.03
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG					
NGI_BY					
NGI_CH		0.01			
NGI_CHINA					
NGI_CZ		1.4			
NGI_DE		2.47	1.89	5.24	0.69
NGI_FI					
NGI_FRANCE		0.19	0.42	0.47	
NGI_GRNET					
NGI_HR					
NGI_HU		0.03			
NGI_IBERGRID		0.57	0.73		
NGI_IL					
NGI_IT		1.92	1.37		
NGI_NDGF		6.97	0.23		
NGI_NL		0.29	7.53		
NGI_PL			0		
NGI_RO					
NGI_SI		0.5			
NGI_SK		0.5	0.06		
NGI_TR		3.21	0.43		
NGI_UA					
NGI_UK		1.29	1.72	6.2	0.31
ROC_Canada		0.84			
ROC_LA		0.86			
Russia		0.69	0.63		

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